

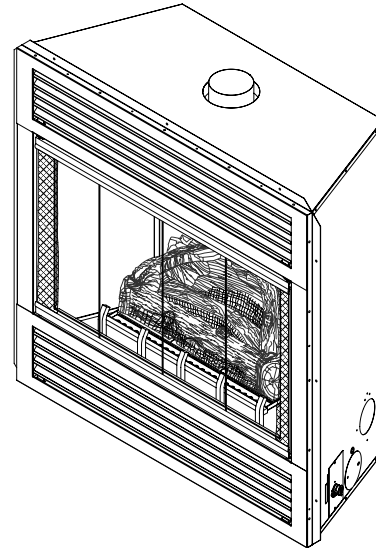


VENTED GAS FIREPLACE OWNER'S OPERATION AND INSTALLATION MANUAL

4 INCH B-VENT DECORATIVE GAS FIREPLACES



We recommend that our products be installed and serviced by professionals who are certified in the U.S. by NFI (National Fireplace Institute).
www.nficertified.org



MODELS: (V) CB36(N,P) (E)

WARNING: If the information in this manual is not followed exactly, a fire or explosion may result causing property damage, personal injury, or loss of life.

FOR YOUR SAFETY

Do not store or use gasoline or other flammable vapors and liquids in the vicinity of this or any other appliance.

FOR YOUR SAFETY

WHAT TO DO IF YOU SMELL GAS

- Do not try to light any appliance.
- Do not touch any electrical switch.
- Do not use any phone in your building.
- Immediately call your gas supplier from a neighbor's phone. Follow the gas supplier's instructions.
- If you cannot reach your gas supplier, call the fire department.

WARNING: Improper installation adjustment, alteration, service, or maintenance can cause injury or property damage. Refer to this manual for correct installation and operational procedures. For assistance or additional information consult a qualified installer, service agency, or the gas supplier.

Installation and service must be performed by a qualified installer, service agency, or the gas supplier.

This appliance may be installed in an aftermarket*, permanently located, manufactured (mobile) home, where not prohibited by state or local codes.

This appliance is only for use with the type of gas indicated on the rating plate. This appliance is not convertible for use with other gases, unless a certified kit is used.

*Aftermarket: Completion of sale, not for purpose of resale, from the manufacturer.

State of Massachusetts: The installation must be made by a licensed plumber or gas fitter in the Commonwealth of Massachusetts.

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SAFETY INFORMATION

⚠️ WARNING: This product contains and/or generates chemicals known to the State of California to cause cancer or birth defects, or other reproductive harm.

IMPORTANT: Read this owner's manual carefully and completely before trying to assemble, operate, or service this fireplace. Improper use of this fireplace can cause serious injury or death from burns, fire, explosions, electrical shock, and carbon monoxide poisoning.

⚠️ DANGER: Carbon monoxide poisoning may lead to death!

This fireplace is a vented product. This fireplace will not produce any gas leakage into your home if properly installed. This fireplace must be installed by a qualified (certified or licensed) service person. If this unit is not properly installed by a qualified service person gas and/or carbon monoxide leakage (spillage) can occur.

Carbon Monoxide Poisoning: Early signs of carbon monoxide poisoning resemble the flu, with headaches, dizziness, or nausea. If you have these signs, the fireplace may not have been installed properly. **Get fresh air at once!** Have fireplace inspected and serviced by a qualified service person. Some people are more affected by carbon monoxide than others. These include pregnant women, people with heart or lung disease or anemia, those under the influence of alcohol, and those at high altitudes.

Propane/LP and Natural Gas: Propane/LP and natural gases are odorless. An odor-making agent is added to the gas. The odor helps you detect a gas leak. However, the odor added to the gas can fade. Gas may be present even though no odor exists.

Make certain you read and understand all warnings. Keep this manual for reference. It is your guide to safe and proper operation of this fireplace.

⚠️ WARNING: Any change to this fireplace or its controls can be dangerous.

1. This appliance is only for use with the type of gas indicated on the rating plate. This appliance is not convertible for use with other gases unless a certified kit is used.
2. For a propane/LP fireplace, do not place propane/LP supply tank(s) inside any structure. Locate propane/LP tank(s) outdoors. To prevent performance problems, do not use propane/LP fuel tank of less than 100 lbs. capacity.
3. If you smell gas:
 - shut off gas supply
 - do not try to light any appliance
 - do not touch any electrical switch; do not use any phone in your building
 - immediately call your gas supplier from a neighbor's phone. Follow the gas supplier's instructions
 - if you cannot reach your gas supplier, call the fire department.
4. Never install the fireplace
 - in a recreational vehicle
 - in windy or drafty areas where curtains or other combustible (flammable) objects can make contact with the fireplace front
 - in high traffic areas

SAFETY INFORMATION

Continued

5. This fireplace reaches high temperatures, Keep children and adults away from hot surfaces to avoid burns or clothing ignition. Fireplace will remain hot for a time after shutdown. Allow surfaces to cool before touching.
6. Carefully supervise young children when they are in the room with fireplace.
7. Do not modify this fireplace under any circumstances. Any parts removed for servicing must be replaced prior to operating fireplace.
8. Turn fireplace off and let cool before servicing, installing, or repairing. Only a qualified service person should install, service or repair this fireplace. Have fireplace inspected annually by a qualified service person.
9. You must keep control compartments, burners, and circulating air passages clean. More frequent cleaning may be needed due to excessive lint and dust from carpeting, bedding material, etc. Turn off the gas valve and pilot light before cleaning fireplace.
10. Have venting system inspected annually by a qualified service person. If needed, have venting system cleaned or repaired. See *Cleaning and Maintenance*, page 20.
11. Keep the area around your fireplace clear of combustible materials, gasoline, and other flammable vapor and liquids. Do not run fireplace where these are used or stored. Do not place items such as clothing or decorations on or around fireplace.
12. Do not use this fireplace to cook food or burn paper or other objects.
13. Do not use any solid fuels (wood, coal, paper, cardboard, etc.) in this fireplace. Use only the gas type indicated on the nameplate.
14. This appliance, when installed, must be electrically grounded in accordance with local codes or, in the absence of local codes, with the *National Electric Code*, *ANSI/NFPA 70*, or the *Canadian Electric Code*, *CSA C22.1*.
15. Do not use fireplace if any part has been exposed to or under water. Immediately call a qualified service person to arrange for replacement of the unit.
16. Do not operate fireplace if any log is broken or missing.
17. Do not use a blower insert, heat exchanger insert, or other accessory not approved for use with this fireplace.
18. Do not operate fireplace with glass door removed, cracked, or broken.
19. Provide adequate clearances around air openings.

NOTICE: This product is intended only as a supplement to your central heating system and is not to be installed as a primary source of heat. You may use this product for emergency heating during a power outage.

PRODUCT IDENTIFICATION

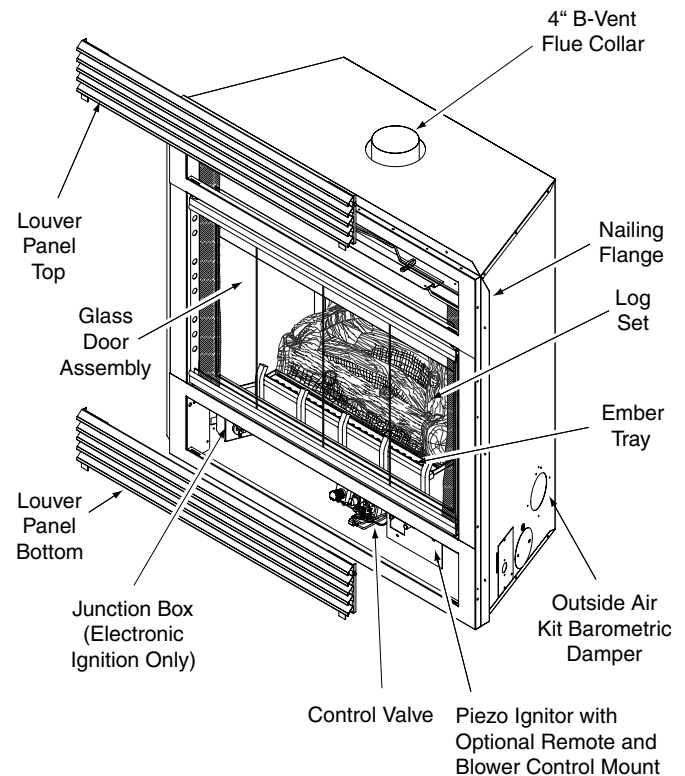


Figure 1 - B-Vent Fireplace

LOCAL CODES

Install and use fireplace with care. Follow all local codes. In the absence of local codes, use the current *National Fuel Gas Code ANSI Z223.1/NFPA 54** (USA) or the current *CSA-B149.1 Installation Code* (Canada).

*Available from:

American National Standards Institute, Inc.
 1430 Broadway
 New York, NY 10018
 National Fire Protection Association, Inc.
 Batterymarch Park
 Quincy, MA 02269

PRODUCT FEATURES

These are a few facts that can help you understand and enjoy your vented decorative fireplace:

- The **(V)CB36(N,P)(E)** series of vented decorative fireplaces may be recessed into an exterior chase, an interior flush wall enclosure or a framed-in corner installation.
- Models **(V)CB36(N,P)** are equipped with a millivolt gas control system that does not require electricity to operate. A piezo ignitor is provided to light the pilot without using matches or lighters.
- Models **(V)CB36(NE/PE)** are equipped with an electronic ignition system that requires 120VAC to operate. An electrode ignitor automatically lights the pilot flame when the fireplace is turned on.
- These fireplaces can accept any approved 4" B-Type venting system and must be terminated vertically through the roof using a listed type vent cap only. See venting instructions on pages # and # for proper venting requirements.
- These vented fireplaces require indoor air for combustion and must be installed in a room of sufficient size to provide adequate fresh air for safe and proper operation. The room intended for installation must be of sufficient size to meet the requirements for an unconfined space as defined in the *National Fuel Gas Code, ANSI Z223.1/NFPA 54, Section 5.3, Air for Combustion and Ventilation*. If sufficient air for combustion is not available a make-up air kit model AK4 may be required to provide outside air to this appliance. Check your local codes as to specific requirements for make-up air.
- This fireplace may be installed in any room of the house provided all local codes and these installation instructions are followed.
- Do not install aftermarket vent dampers. Manual or Automatic vent dampers are not approved for use with this appliance.
- Your fireplace is designed to be used in zero clearance installations. Wall or framing material can be placed directly against any exterior surface on the back, sides, or top of your fireplace, except when clearances are required from flue vent pipe. See *Clearances* on page 5.
- If recessed into a wall, you can avoid extra framing by positioning your fireplace against an already existing framing member.
- A hearth extension is not required with this appliance. If one is installed, it is for aesthetic purposes only and does not have to meet standard requirements for hearth extensions.
- If you plan on installing a television or entertainment center recessed above your fireplace, it is recommended that you maintain a minimum 18" above the top of louver opening.
- When locating the termination cap, it is important to observe the minimum vent height and clearances required under code, see *Venting Installation Instructions*, page 7.
- Do not recess termination cap into a wall or siding.
- You may paint the termination cap with 450°F (232°C) heat-resistant paint to coordinate with the exterior finish.

PRE-INSTALLATION PREPARATION LOCATION AND SPACE REQUIREMENTS

Determine the safest and most efficient location for your DESA direct-vent fireplace. Make sure that rafters and wall studs are not in the way of the venting system. Choose a location where the heat output is not affected by drafts, air conditioning ducts, windows or doors. Figure 2 shows some common locations. Be aware of all restrictions and precautions before deciding the exact location for your fireplace and termination cap.

When deciding the location of your fireplace, follow these rules:

- Do not connect this fireplace to a chimney flue servicing a separate solid-fuel burning fireplace or appliance.
- Do to high temperatures, do not locate this fireplace in high traffic areas, windy or drafty areas, or near furniture or draperies.
- Proper clearances must be maintained.
- If your fireplace is to be installed directly on carpeting, vinyl tile, or any combustible material other than wood, it must be installed on a metal or wood panel extending the full width and depth of the fireplace. See Figure 3.
- Only trim kits supplied by DESA shall be used in the installation of this fireplace, see *Accessories*, page 33.

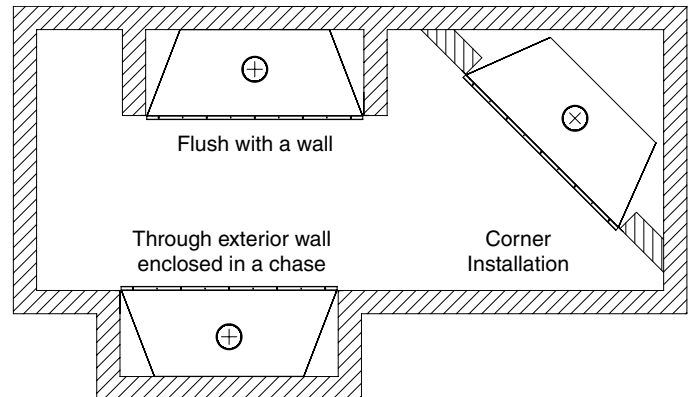


Figure 2 - Common Fireplace Locations

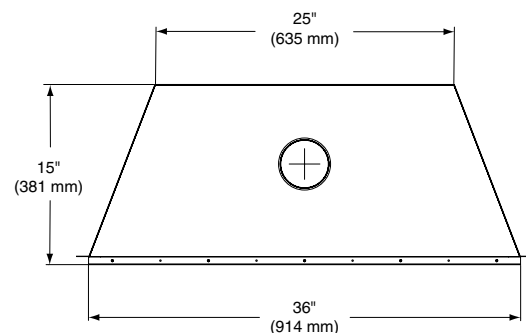


Figure 3 - Fireplace Bottom Dimensions

PRE-INSTALLATION PREPARATION

Continued

PACKAGING AND REMOVAL

The (V)CB36 vented decorative gas fireplaces are packaged with:

- one box containing a 4-log set located on the burner in the firebox.
- one bag containing the owner's manual with installation instructions, operator's guide, and warranty information.
- one bag of glowing ember material.
- one bag of vermiculite hearth treatments.

Remove the shrinkwrap securing the 2 carton trays to the unit.

Lift the top carton tray off and remove the four corner posts.

Discard the bottom tray once the unit is moved into position.

Note: To prevent damage to ceramic logs and glass panels you may want to remove them before positioning and framing the unit. To access firebox, see *Hearth Access and Assembly*, page ##.

CLEARANCES

Minimum clearances to combustibles for the fireplace are as follows:

Back, and sides	0" (0 mm)
Perpendicular walls	10" (254 mm)
Floor	0" (0 mm)
Ceiling to louver opening	36" (914 mm)
Front	36" (914 mm)
Top	0" (0 mm)
B-Vent Surfaces	1" (26 mm) (See venting instructions for specifics on vent clearances.)
Mantel Clearances	(See - <i>Mantel Clearances</i> for specific clearances to combustible mantels.)

Combustible material with a maximum thickness of 5/8" (16 mm) may be flush with the top and sides of the front face of the fireplace.

FRAMING AND FINISHING

Figure 5 shows typical framing of this fireplace. Figure 6 shows framing for corner installation. All minimum clearances must be met.

For overall unit dimensions, framing allowances, and vent collar locations, see *Unit Dimensions*, **Figure 7** on page 6.

For available accessories for this fireplace, see *Accessories* on page 33. If you are using a separate combustible mantel piece, refer to **Figures 8 and 9** for proper height and clearances. You can install a noncombustible mantel at any height above the fireplace opening.

Note: Non-combustible mantels may discolor!

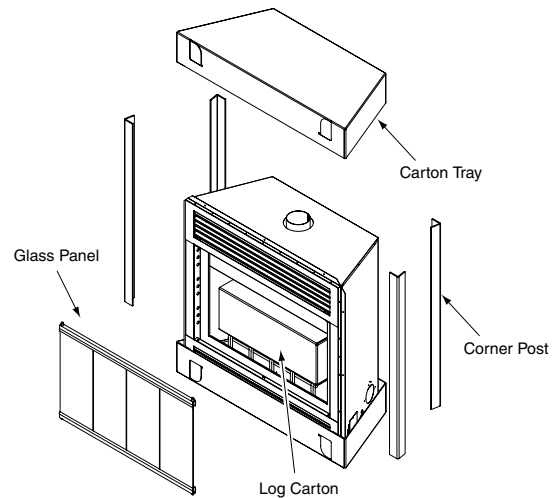


Figure 4 - Unpacking Fireplace

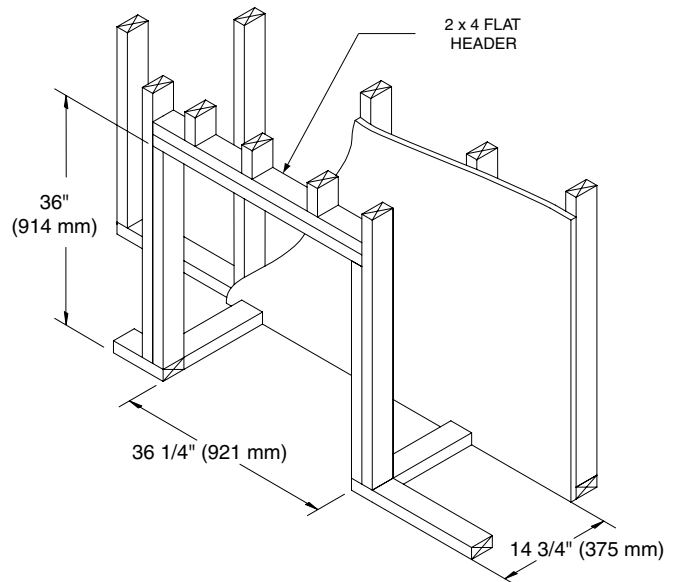


Figure 5 - Framing Clearances for Flush, Wall Installation

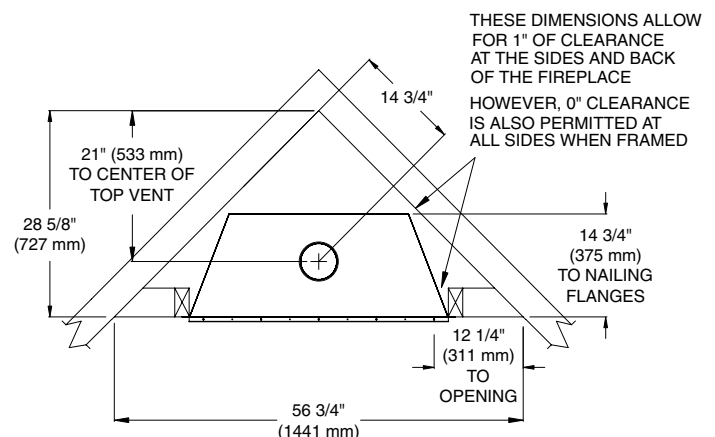


Figure 6 - Framing Clearances for Corner Installation

UNIT DIMENSIONS (V)CB36 B-Vent Fireplace

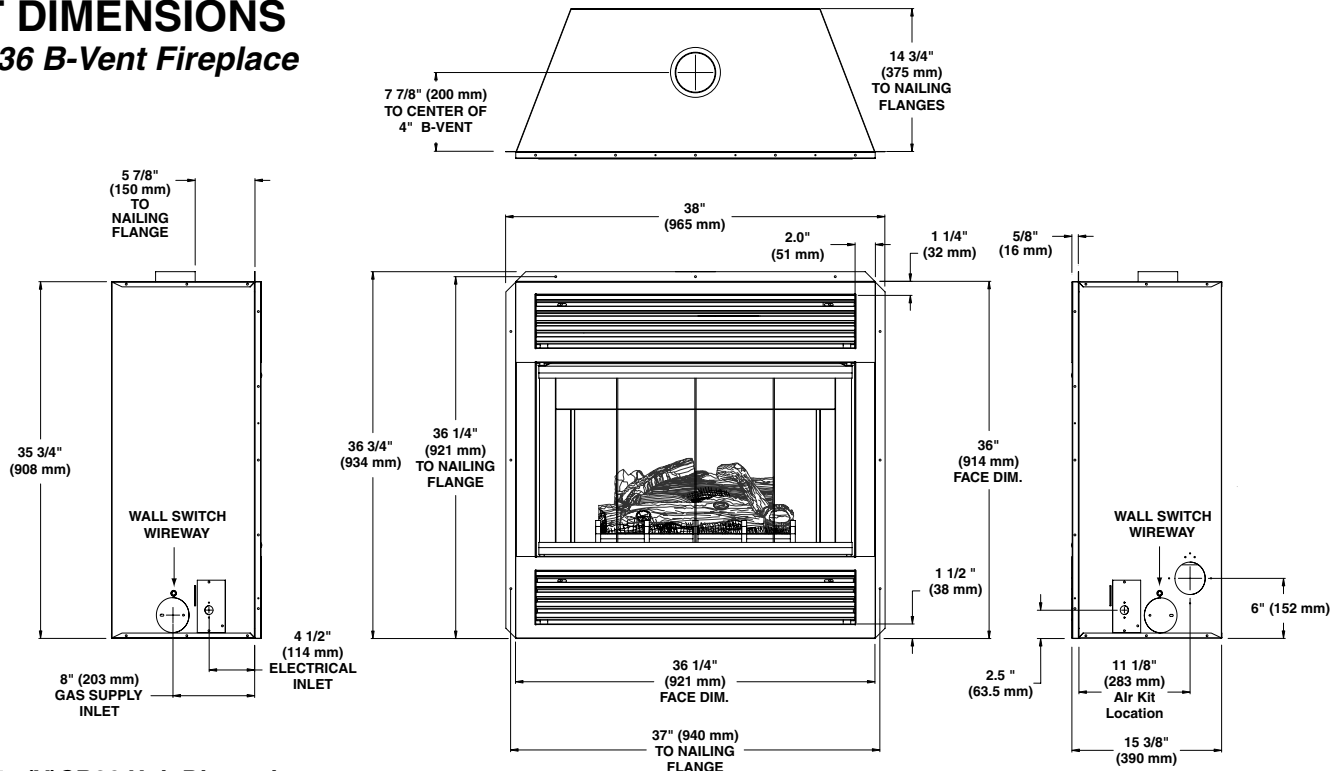


Figure 7 - (V)CB36 Unit Dimensions

MANTEL CLEARANCES

Figure 8 shows projected mantel depths at various heights above the top of the louver opening. Figure 7 shows the minimum allowable distances from various mantel components in relation to the both sides of the fireplace opening.

WARNING: When finishing appliance, do not overlap combustible materials onto the black front face. Brick, tile, or other non-combustible materials may be applied to the face provided that any fireplace openings are not blocked and gaps in the material used and the face are sealed with a non-combustible caulking.

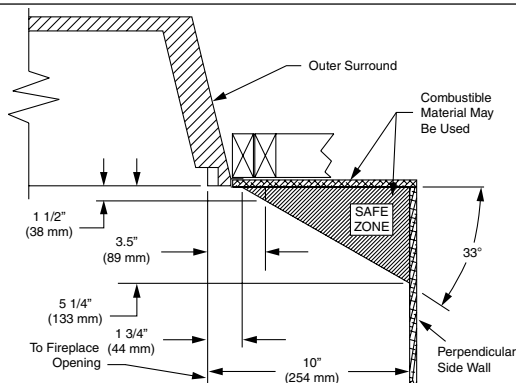
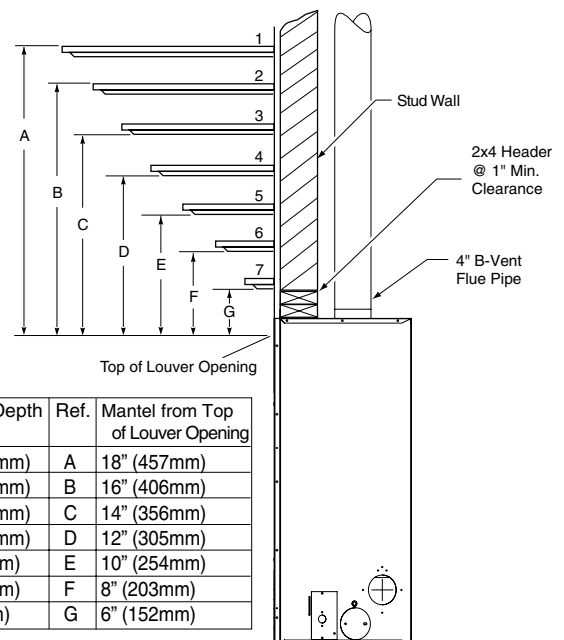


Figure 8 - Side Clearances for Combustible Mantels



Ref.	Mantel Depth	Ref.	Mantel from Top of Louver Opening
1	16" (406mm)	A	18" (457mm)
2	14" (356mm)	B	16" (406mm)
3	12" (305mm)	C	14" (356mm)
4	10" (254mm)	D	12" (305mm)
5	8" (203mm)	E	10" (254mm)
6	4" (102mm)	F	8" (203mm)
7	2" (51mm)	G	6" (152mm)

Figure 9 - Clearances for Combustible Mantels

INSTALLATION PRECAUTIONS

NOTICE: Failure to follow these instructions will void the warranty.

- Wear gloves and safety glasses for protection
- Use extreme caution when using ladders or when on roof tops
- Be aware of electrical wiring locations in walls and ceilings

The following actions will void the warranty on this product:

- Installation of any damaged venting component
- Unauthorized modification of the venting system (Do not cut or alter vent components)
- Installation of any component part not manufactured or approved by DESA.
- Installation other than as instructed by these instructions

⚠ WARNING: Read all instructions completely and thoroughly before attempting installation. Failure to do so could result in serious injury, property damage or loss of life.

⚠ WARNING: B-type vent pipe airspace clearance to combustibles is 1" on all sides. Where the vent pipe passes through a vertical wall a listed thimble approved for use with B-type vent must be used.

VENTING INSTALLATION

A 4" B-type venting system must be connected to the appliance for venting to the outside of the building.

The following section is provided as a guide to install a standard B-type vent installation.

Standing codes requirements concerning B-type vent installations may vary within your state, province or local codes jurisdiction. Therefore, it is recommended that you check with your local building code authority for specific requirements or in absence of local codes, follow Section 7.0 of the current *National Fuel Gas Code NFPA No. 54/ANSI Z223.1* or in Canada with *CAN/CSA B149 for Category I systems using double wall B-1 vent pipe*.

This gas appliance must be vented to the outdoors only and may not be terminated into an attic space or into a chimney flue servicing a solid-fuel burning appliance.

This appliance may be vented through a manufactured chimney liner system if all are listed, inspected and approved by local codes and/or building authorities.

The examples shown in Figure 10 are typical of most B-vent installations and code practices.

⚠ WARNING: This gas fireplace and vent assembly must be vented directly to the outside. The venting system must NEVER be attached to a chimney serving a separate solid fuel burning appliance.

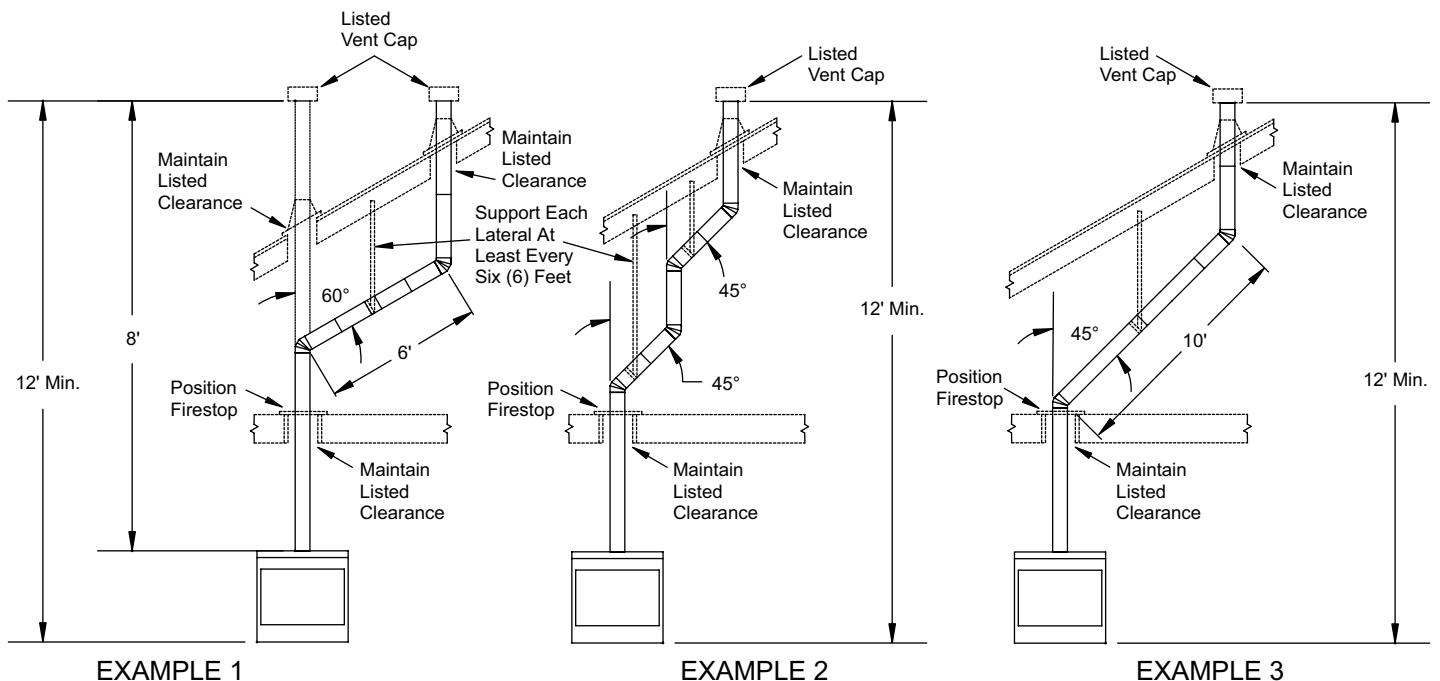


Figure 10 - Typical B-Vent Configuration

VENTING INSTALLATION *Continued*

Example 1: Shows the minimum allowable system height and lateral offset for a 60° degrees or greater inclination. Code specifies that offsets at 60° degrees or greater are considered horizontal and must follow the 75% percent rule for lateral to total vertical system height. Codes also allows only one offset in the total system when at 60° degrees or greater. The total vertical height in this example represents the minimum height of 8 feet and therefore the allowable lateral is 6 feet when the 75% percent rule applies. If the lateral length must exceed 75% then the system must be sized in accordance with the Category I venting tables.

Example 2: Shows multiple offsets each at 45° degrees of inclination. Multiple offsets are permitted if they do not exceed 45° degrees of inclination. The total lengths of the two offsets are not required to meet the 75% percent rule.

Example 3: Shows a single offset at 45° degrees of inclination and therefore the lateral length at 10 feet of offset does not have to meet the 75% percent allowable rule.

In each case the offsets must be supported and firestops must be positioned wherever the vent must pass through a sub-floor, ceiling joist or an attic overhang. The vent pipe must terminate vertically into a listed type vent cap and extend a sufficient height through an approved roof flashing, roof jack or a roof thimble. At all points the listed clearances must be maintained.

Vent terminations must be located in accordance with height and proximity rules of NFPA No. 54 or CAN/CSA B149. These rules apply to vents at 12 in. diameter or less and require a minimum height in accordance with the roof pitch and a minimum of 8 ft. distance from a vertical wall or obstruction (see **Figure 11**).

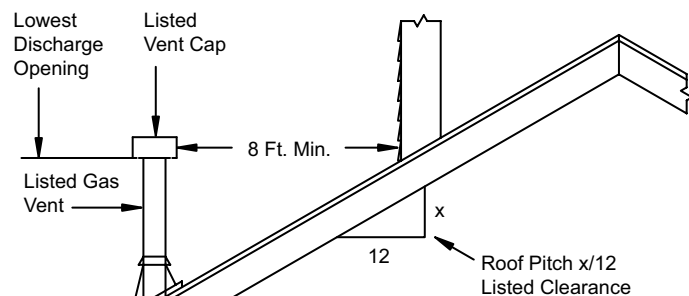
If venting horizontally through a side wall becomes necessary, a listed thimble approved for use with B-type vent must be used. Check with your local codes before venting through a side wall.

Some codes areas allow the use of existing B-type vent systems if the system is at or above the recommended diameter of the flue.

The flue connection must be made using listed B-type connectors and the existing system must be code inspected for damage and proper installation.

It is not recommended that this appliance be common vented with and existing gas burning appliance. However, if it becomes necessary to common vent the appliance, the venting system must be sized and configured in accordance with the common venting guides Appendix G of the current *National Fuel Gas Code NFPA No. 54/ANSI Z223.1* and in Canada with *CAN/CSA B149*.

Note: Before connecting this appliance to an existing vent system or a common venting system consult with your local architect planner, or building official.



Roof Pitch	H (Min.) Ft.	m
Flat to 6/12	1.0	0.30
6/12 to 7/12	1.25	0.38
Over 7/12 to 8/12	1.5	0.46
Over 8/12 to 9/12	2.0	0.61
Over 9/12 to 10/12	2.5	0.76
Over 10/12 to 11/12	3.25	0.99
Over 11/12 to 12/12	4.0	1.22
Over 12/12 to 14/12	5.0	1.52
Over 14/12 to 16/12	6.0	1.83
Over 16/12 to 18/12	7.0	2.13
Over 18/12 to 20/12	7.5	2.27
Over 20/12 to 21/12	8.0	2.44

Figure 11 - B-Vent Termination

CHECKING FOR PROPER VENTING

After completing and checking the electrical, gas and vent connections, follow the lighting instructions and allow the main burner to run for approximately 5 minutes. Hold a match or butane lighter flame, near the opening between the glass and the fireplace face and play it along the entire length of the opening (Smoke may also be used). Proper venting will tend to draw flame or smoke into the appliance. Improper venting, escaping or spillage of burned gas, is indicated when the match flickers or goes out. See **Figure 12**.

Smoke will also tend to disperse away from the appliance.

If the appliance is not venting properly, shut it off and notify your installer or a qualified service agency to inspect the venting system.

Check this area along the entire length of the fireplace opening. Smoke or flame should be drawn into the appliance opening.

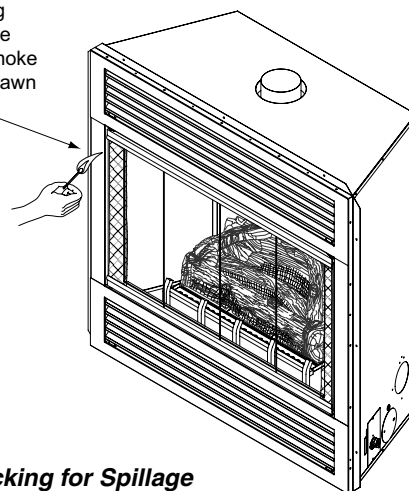


Figure 12 - Checking for Spillage

ELECTRICAL SUPPLY CONNECTION

⚠ CAUTION: Disconnect the electrical power to the supply circuit before attempting to connect or service this appliance.

A pre-wired junction box receptacle with strain relief is provided on the right side of the cabinet for hard wiring the unit to a 15 Amp, 120VAC, 60Hz grounded branch circuit. If the installation demands that the electrical supply be connected from the left side, the entire receptacle box can be relocated to the left side by following these instructions:

Note: If you do not need to relocate the junction box, to connect the electric supply follow steps 8 through 11 only:

1. Remove the 2 screws and outer cover with strain relief bushing on the right side of the cabinet (see **Figure 13**).
2. Remove inner retaining screw on the junction box mounting tab.
3. Slide the junction box up until the screw mounting tab is lined up to the notch in the outer cabinet.
4. Swing the junction box out and slip the retaining flange out through the slot in the outer cabinet.
5. Remove the two screws and outer cover on the left side of the outer cabinet.
6. Reinsert the junction box retaining flange through the slot now on the left side and swing the screw mounting tab back through the notch as before.
7. Slide the junction box down till the mounting tab holes line up and replace the inner retaining screw.
8. With the junction box cover removed, pull the end of 3-wire Romex supply line through the universal strain relief bushing on the cover. (see **Figure 13**).
9. Strip back the outer Romex to about 4" and connect the black, white and green wires accordingly using 3 wire nut connectors.
10. Tuck the tailing wires into the junction box and replace the junction box cover using the 2 remaining screws.
11. Tighten the adjustment on the universal strain bushing to secure the Romex sheathing and complete the supply connection.

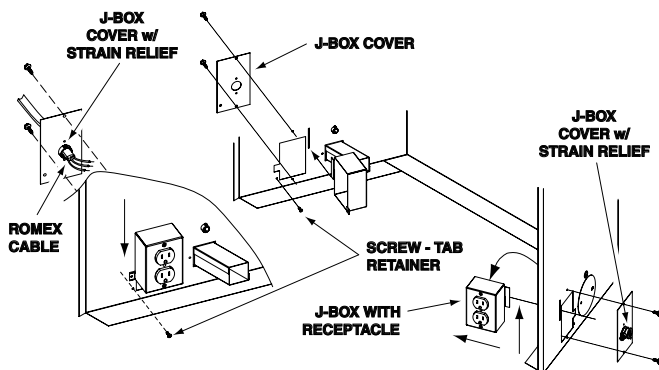


Figure 13 - Relocating Junction Box Receptacle and Electrical Supply Connection

⚠ WARNING: This appliance, when installed must be electrically grounded in accordance with local code or in the absence of local code, with the current National Electric Code, ANSI/NFPA 70, or the Canadian Electric Code, CSA C22.1.

WIRING DIAGRAMS

NOTICE: This appliance is equipped with a vent safety shutoff switch which will shut down the appliance in case of a venting problem. Do not bypass the vent safety shutoff switch. If the appliance should shut down, have a qualified installer, service agency, or your gas supplier inspect the vent before operating.

⚠ CAUTION: label all wires prior to disconnection when servicing controls. Wiring errors can cause improper and dangerous operation. Verify proper operation after servicing.

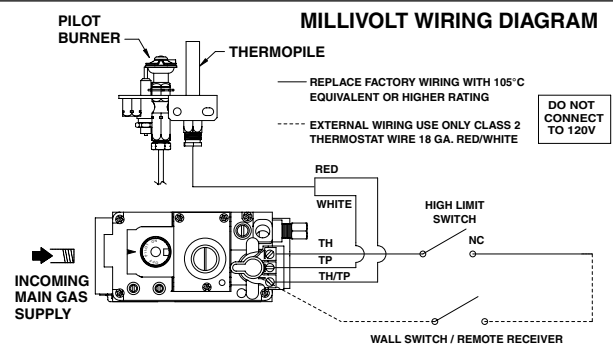


Figure 14 - Millivolt Ignition Wiring Diagram

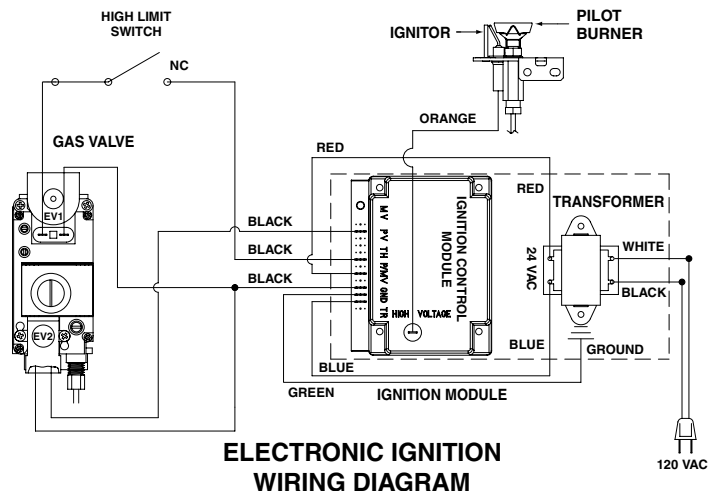


Figure 15 - Electronic Ignition Wiring Diagram

INSTALLING OPTIONAL CONTROLS

INSTALLING OPTIONAL WALL MOUNT SWITCH - GWMS2

1. Connect one terminal of 15 ft. wire from the wall switch to the male connector on the high limit harness. Connect remaining wire terminal to the TH terminal on the valve. Make sure that the wire terminals are in the positions on the unit as pictured in **Figure 16**. If wires are not connected as shown the switch will not work.
2. Route the 15 ft. wire through hole openings with bushings provided on either side of the fireplace cabinet.
3. Connect one bare wire end to each of the terminals of the GWMS2 wall switch.
4. Install the wall switch and cover in the wall.

IMPORTANT: Do not use any other wire than that provided with the GWMS2 wall switch kit. Do not exceed 15 ft. of distance from the valve connection. Using wire of higher gage or turns or exceeding the minimum distance will increase resistance at the control valve causing unreliable performance of the fireplace controls.

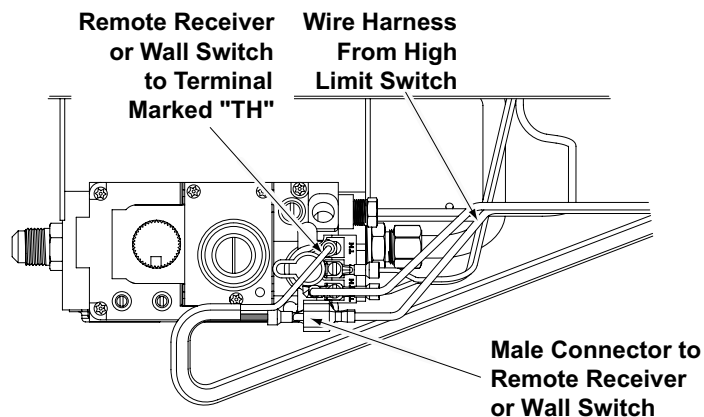


Figure 16 - Connecting Remote Receiver or Wall Switch to the Gas Control Valve

INSTALLING OPTIONAL WIRELESS HAND-HELD REMOTE CONTROL - MODEL HRC100

Installing Remote Receiver

1. Open bottom louver and locate the switch bracket on the right
2. Locate the battery clip mounted on the back of the receiver. Slide a 9-volt alkaline battery (not included) through the clip
3. Attach the terminal wires to the battery. (see **Figure 17**).
4. Connect one wire from receiver to the male connector on high limit harness and one to "TH" on control valve (see **Figure 16**).
5. Locate the two plastic mounting clips provided with the kit.
6. Use the clips to mount the receiver on remote mounting bracket, as shown in **Figure 18**.

Installing 9-Volt Alkaline Battery in Hand-Held Remote Control Unit

1. Remove battery cover on back of remote control unit.
2. Attach terminal wires to a 9-volt alkaline battery (not included). Place battery into the battery housing. (see **Figure 19**).
3. Replace battery cover onto remote control unit..

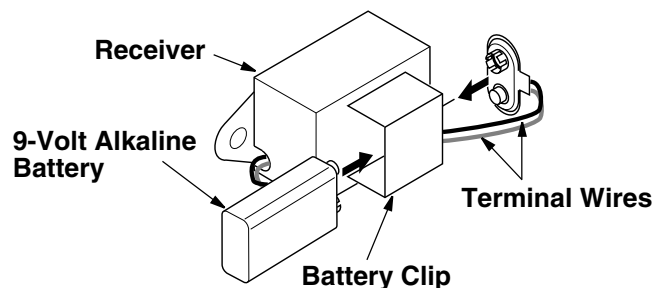


Figure 17 - Attaching Alkaline Battery to Receiver

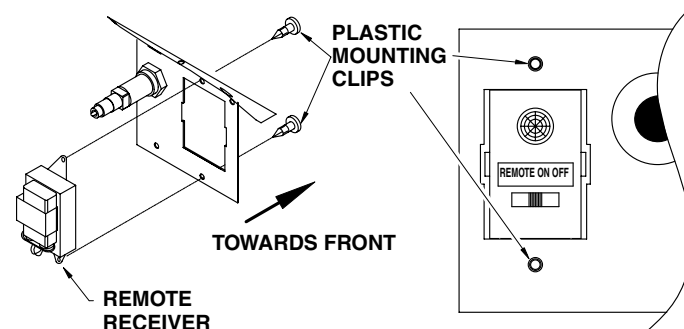


Figure 18 - Mounting Remote Receiver to Bracket

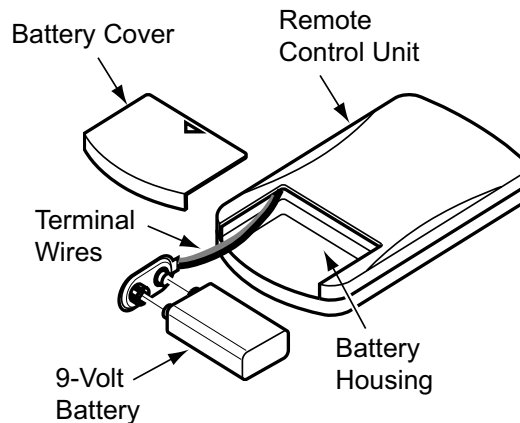


Figure 19 - Installing Battery in Hand-Held Control Unit (HRC100 Series)

INSTALLING OPTIONAL CONTROLS

Continued

INSTALLING OPTIONAL WIRELESS REMOTE CONTROL - MODEL WRC (Electronic Ignition)

Installing and Activating the Remote Receiver

1. Open bottom louver and locate the plug receptacle. The plug receptacle is located either on the right or left side of cabinet.
2. The WRC model receiver does not require a battery. The receiver can be installed by first plugging the short extension cord into the fireplace receptacle. Then plug the receiver unit into the extension cord. Finally plug the ignition module plug into the receiver unit (see **Figure 20**).
3. Activate the remote handset battery by removing the insulating tab on the back of the handset (see **Figure 21**). The battery is included pre-installed.
4. Once the battery is activated the unit is ready to use.
5. Replace the bottom louver panel.

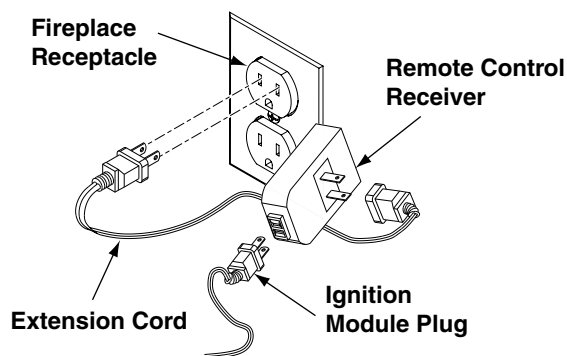


Figure 20 - Connecting WRC Remote Control Electronic

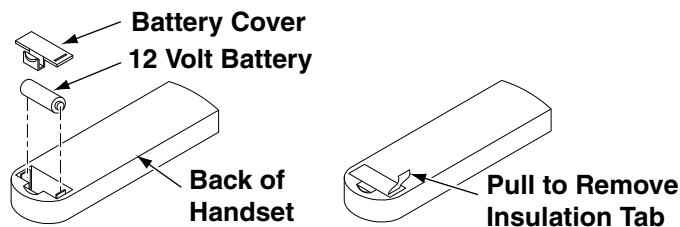


Figure 21 - Installing Battery into Back of Handset

HIGH ALTITUDE INSTALLATION

Your DESA direct-vent fireplace has been tested and approved in the USA for elevations from 0-2000 feet (610 m) and in Canada at elevations from 0-4500 feet (1372 m).

When installing a non-high altitude fireplace at an elevation above 2000 feet (610 m) (in the USA), you may need to decrease the input rating by changing the existing burner orifice to a smaller size. Reduce input 4% for each 1000 feet (305 m) above sea level. Check with your local gas company for proper derate procedure and orifice size.

When installing this fireplace in Canada at an elevation above 4500 feet (1372 m), Check with local or provincial code authorities.

Consult your local gas company to help determine the proper orifice for your location.

For assistance with any high altitude installation contact DESA's Customer Service Department at 1-866-672-6040.

GAS SUPPLY AND PIPING

CHECK GAS TYPE

Use proper gas type for the fireplace unit you are installing. If your gas supply is not correct, do not install fireplace. See retailer where you purchased the fireplace for proper fireplace according to your gas type or to purchase gas conversion kit (see *Accessories*, page 33).

INSTALLING GAS PIPING TO FIREPLACE

WARNING: A qualified service person must connect fireplace to gas supply. Follow all local codes.

CAUTION: For propane/LP units, never connect fireplace directly to the propane/LP supply. This heater requires an external regulator (not supplied). Install the external regulator between the fireplace and propane/LP supply.

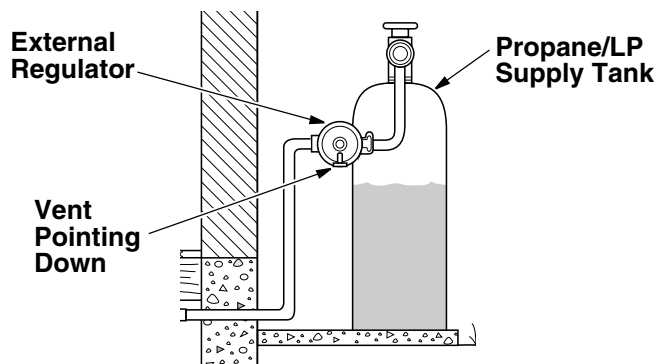


Figure 22 - External Regulator with Vent Pointing Down (Propane/LP Only)

GAS SUPPLY AND PIPING *Continued*

INSTALLING GAS PIPING TO FIREPLACE (Cont.)

Installation Items Needed

Before installing fireplace, make sure you have the items listed below:

- external regulator (when Propane/LP gas is supplied)
- piping (check local codes)
- sealant (resistant to propane/LP gas)
- equipment shutoff valve *
- test gauge connection *
- sediment trap
- tee joint
- pipe wrench
- approved flexible gas line with gas connector (if allowed by local codes)

* A CSA design-certified equipment shutoff valve with 1/8" NPT tap is an acceptable alternative to test gauge connection. Purchase the CSA design-certified equipment shutoff valve from your retailer.

For propane/LP connection only, the installer must supply an external regulator. You must reduce incoming gas pressure to between 11 and 14 inches of water column. If you do not reduce incoming gas pressure, fireplace regulator damage could occur. Install external regulator with the vent pointing down as shown in **Figure 22**, page 11.

Pointing the vent down protects it from freezing rain or sleet.

⚠ CAUTION: Use only new, black iron or steel pipe. Internally-tinned copper tubing may be used in certain areas. Check your local codes. Use pipe of 1/2" inside diameter or greater to allow proper gas volume to fireplace. If pipe is too small, undue loss of volume will occur.

Installation must include an equipment shutoff valve, union and plugged 1/8" NPT tap. Locate NPT tap within reach for test gauge hook up. NPT tap must be upstream from fireplace (see **Figure 23**).

IMPORTANT: Install main gas valve (equipment shutoff valve) in an accessible location. The main gas valve is for turning on or shutting off the gas to the appliance.

Check your building codes for any special requirements for locating equipment shutoff valve to fireplaces.

Apply pipe joint sealant lightly to male NPT threads. This will prevent excess sealant from going into pipe. Excess sealant in pipe could result in clogged fireplace valves.

⚠ WARNING: Use pipe joint sealant that is resistant to liquid petroleum (LP) gas.

CONNECTING FIREPLACE TO GAS SUPPLY

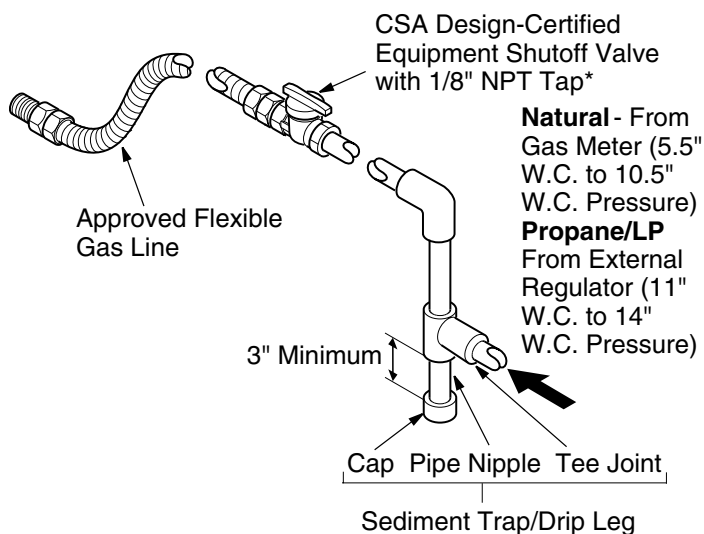


Figure 23 - Gas Connection

Installation Items Needed

- 3/4" and a 7/8" open end wrench or adjustable wrench
 - sealant (resistant to propane/LP gas, not provided)
1. Remove lower louver door panel by lifting up unit disengaged and swing forward and out of the locating slots at the bottom.
 2. Route flexible gas line (provided by installer) from equipment shutoff valve to fireplace. Route flexible gas supply line through one of the access holes on each side of the fireplace cabinet.
 3. Attach flexible gas line from gas supply to the 1/2" flare fitting provided on the control valve (see **Figure 24**).
 4. Check all gas connections for leaks. See *Checking Gas Connections*, page 13.

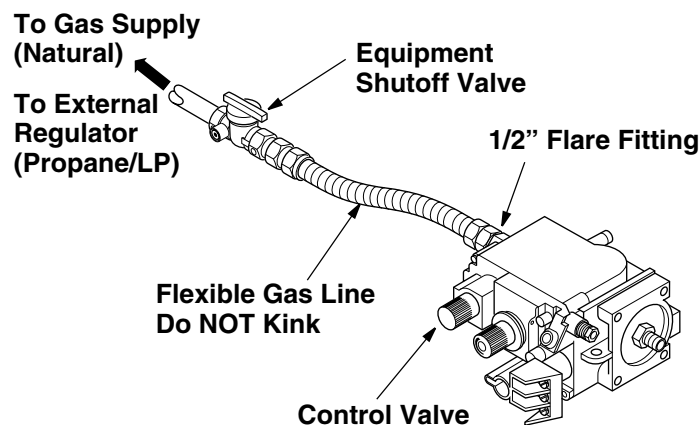


Figure 24 - Connecting Flexible Gas Line to Millivolt Valve

GAS SUPPLY AND PIPING *Continued*

CHECKING GAS CONNECTIONS

⚠ WARNING: Test all gas piping and connections, internal and external to unit, for leaks after installing, or servicing. Correct all leaks at once.

⚠ WARNING: Never use an open flame to check for a leak. Apply noncorrosive leak detection fluid to all joints. Bubbles forming show a leak. Correct all leaks at once.

Pressure Testing Gas Supply Piping System

Test Pressures In Excess of 1/2 PSIG (3.5 kPa)

1. Disconnect fireplace and its individual equipment shutoff valve from the gas supply piping system. Pressures in excess of 1/2 psig (3.5 kPa) will damage fireplace gas regulator.
2. Cap off open end of gas pipe where equipment shutoff valve was connected.
3. Pressurize supply piping system by either opening propane/LP supply tank valve for propane/LP gas fireplace or opening main gas valve located on or near gas meter for natural gas fireplace, or by using compressed air.
4. Check all joints of gas supply piping system. Apply noncorrosive leak detection fluid to all joints at once.
5. Reconnect fireplace and equipment shutoff valve to gas supply. Check reconnected fittings for leaks.

Test Pressures Equal To or Less Than 1/2 PSIG (3.5 kPa)

1. Close equipment shutoff valve (see **Figure 25**).
2. Pressurize supply piping system by either opening propane/LP supply tank valve for propane/LP gas fireplace or opening main gas valve located on or near gas meter for natural gas fireplace, or by using compressed air.
4. Check all joints from propane/LP supply tank or gas meter to equipment shutoff valve (see **Figure 26** for propane/LP or **Figure 27** for natural gas). Apply noncorrosive leak detection fluid to all joints. Bubbles forming show a leak. Correct all leaks at once.

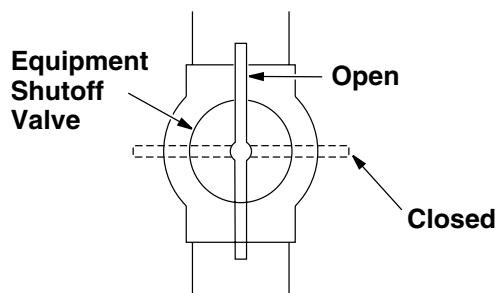


Figure 25 - Equipment Shutoff Valve

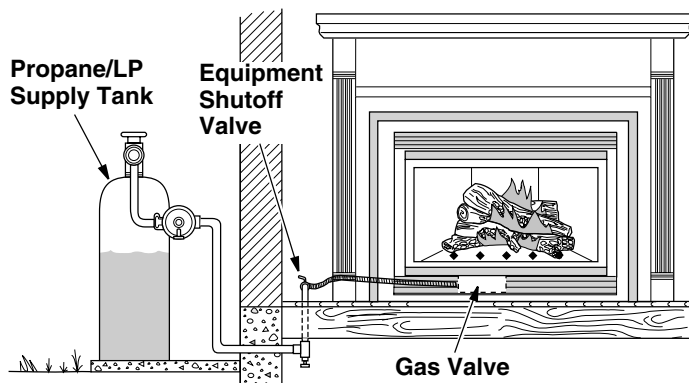


Figure 26 - Checking Gas Joints for Propane/LP Gas Fireplace

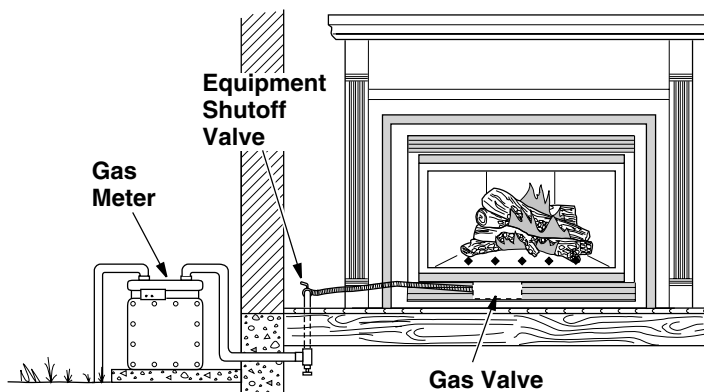


Figure 27 - Checking Gas Joints for Natural Gas Fireplace

Pressure Testing Fireplace Gas Connections

1. Open equipment shutoff valve (see **Figure 25**).
2. Open propane/LP supply tank valve for propane/LP fireplace or main gas valve located on or near gas meter for natural gas fireplace.
3. Check all joints from equipment shutoff valve to gas valve (see **Figure 26** for propane/LP or **Figure 27** for natural gas). Apply noncorrosive leak detection fluid to all joints. Bubbles formed show a leak. Correct all leaks at once.
5. Light fireplace (see *Operating Fireplace*, page 16 or 17 depending on ignition system). Check all other internal joints for leaks.
5. Turn off fireplace (see *To Turn Off Gas to Appliance*, page 16 or page 17 depending on ignition system).

HEARTH ACCESS AND ASSEMBLY

⚠ WARNING: If fireplace has been running, turn off and let cool before accessing or servicing the unit.

Removing Lower Louver Access Panel

1. Use your index fingers to locate the left and right spring latches found just under the top louver then draw them inward to release the pins holding the panel on the side face (see **Figure 28**).
2. Swing the louver panel out until it clears the fireplace opening.
3. Pull the entire panel out until the bottom tabs are free of the slot openings in the lower face frame.

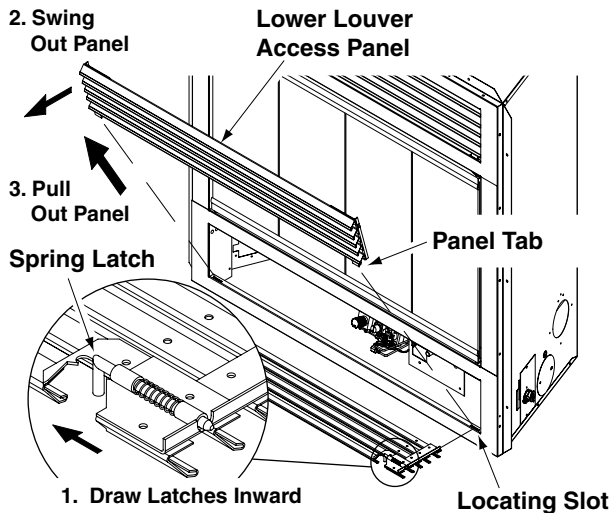


Figure 28 - Removing Lower Louver Access Panel

Removing Top Louver Trim Panel

The top louver panel may be removed for inspection and cleaning by following the instructions for removing the lower louver access panel. (see **Figure 28**).

Removing/Replacing Glass Door

If replacement of glass is necessary, the entire assembly, glass and frame, must be replaced. If glass is broken, wear gloves and tape the remaining fragments onto the frame.

1. Placing a screw driver or your finger tips into the gap between the lower glass panel rail and the bottom face frame, lift the glass door assembly until the door pins clear the locating holes in the bottom face frame (see detail **Figure 29**).
2. Swing bottom glass panel assembly out until the door pins on the lower rail clears the bottom face frame (see **Figure 30**).
3. Lower the door down until the upper door pins are free of the locating holes in the spring clips and place in a safe area.
4. Replace glass panel in reverse order by inserting the top door pins into the spring clips, lifting up at the lower frame rail, and locating the bottom pins in the holes on the lower face frame.

⚠ WARNING: Handle glass door panel with care. Do not strike, slam, or otherwise abuse glass. Do not operate fireplace with glass door removed, cracked, or broken.

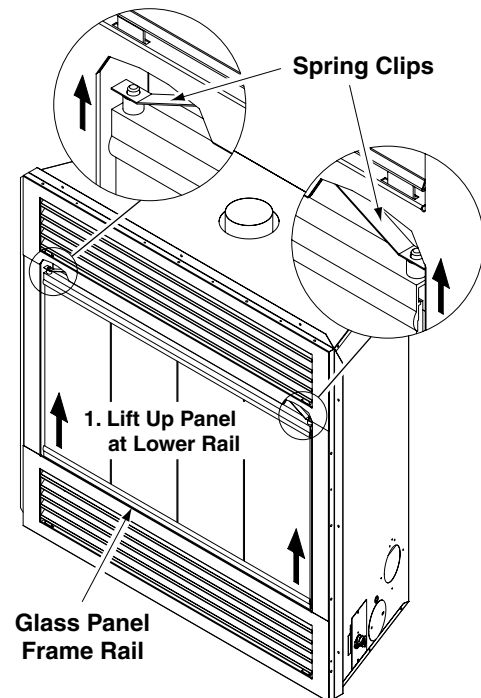


Figure 29 - Removing/Replacing Glass Door

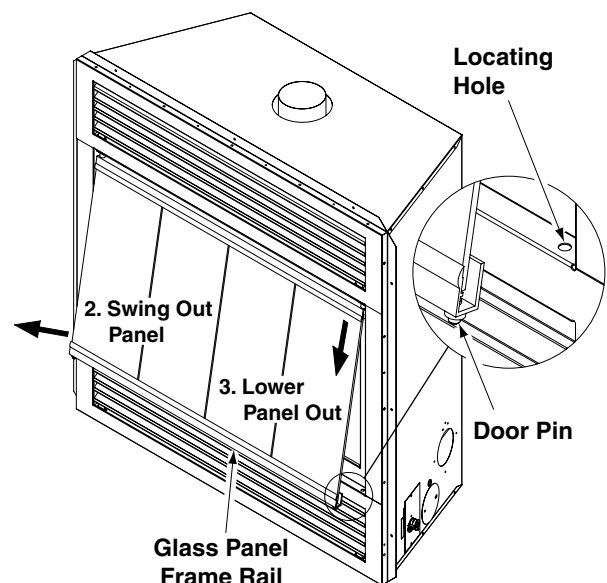


Figure 30 - Removing/Replacing Glass Door

HEARTH ACCESS AND ASSEMBLY

Continued

INSTALLING LOGS AND GLOWING EMBERS

A 4 piece ceramic log set comes packed inside the unit firebox. Removal of glass door is necessary to unpack and assemble the logs and add hearth treatments. Follow steps under *Removing/Replacing Glass Door*, page 14 to access the logs and burner.

Assemble the logs and add burner treatments as follows:

1. Position the base log onto burner log mounts. (see **Figure 31**).

Note: The cut out on the bottom should fit over the mounts and the base log should be positioned against the rear panel

2. Position the holes on the bottom of the rear log over the pins on the base log **Figure 31**).
3. Position the top left log and top right log onto the rear log and base log as shown in (see **Figure 31**).

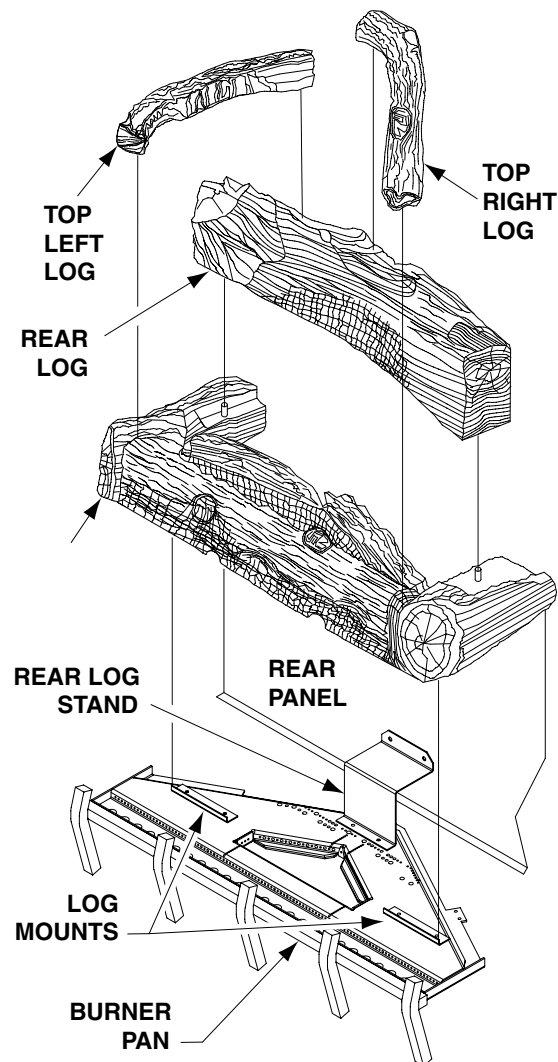


Figure 31 - Installing Logs

WARNING: The glass door must be securely in place before running this fireplace. Do not run this fireplace if glass is missing or broken.

4. Open the bag of ember materials.
5. Break apart about quarter sized pieces and place about a single layer along the full length of the ember tray to hide the bottom edge of the base log. (see **Figure 32**).
6. Replace the glass door and louver panels. See *Removing/Replacing Glass Door*, page 14.

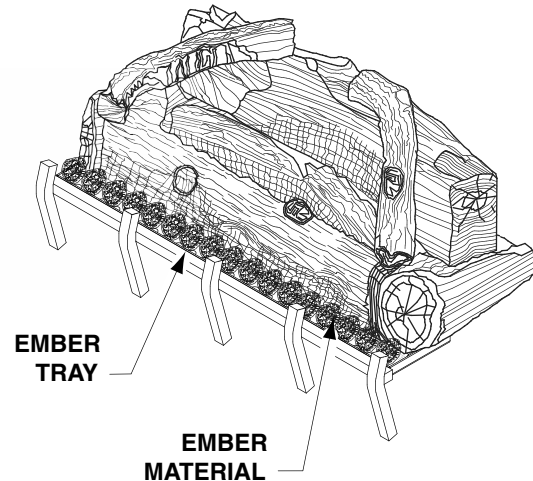


Figure 32 - Applying Ember Material

OPERATING FIREPLACE

Manual Ignition System

FOR YOUR SAFETY READ BEFORE LIGHTING

⚠ WARNING: If you do not follow these instructions exactly, a fire or explosion may result causing property, damage, personal injury or loss of life.

- A. This appliance has a pilot which must be lighted by hand. When lighting the pilot, follow these instructions exactly.
- B. **BEFORE LIGHTING** smell all around the appliance area for gas. Be sure to smell next to the floor because some gas is heavier than air and will settle on the floor.

WHAT TO DO IF YOU SMELL GAS

- Do not try to light any appliance.
 - Do not touch any electric switch; do not use any phone in your building.
 - Immediately call your gas supplier from a neighbor's Phone. Follow the gas supplier's instructions.
 - If you cannot reach your gas supplier, call the fire department.
- C. Use only your hand to push in or turn the gas control knob. Never use tools. If the knob will not push in or turn by hand, don't try to repair it, call a qualified service technician. Force or attempted repair may result in a fire or explosion.
 - D. Do not use this appliance if any part has been under water. Immediately call a qualified service technician to inspect the appliance and to replace any part of the control system and any gas control which has been under water.

LIGHTING INSTRUCTIONS

1. **STOP!** Read the safety information above.
2. Open lower louver panel.
3. Turn off all electric power to the fireplace.
4. Push in gas control knob slightly and turn clockwise to "OFF" (see Figure 33).
5. Wait five (5) minutes to clear out any gas. Then smell for gas, including near the floor. If you smell gas, **STOP!** Follow "B" in the safety information above. If you don't smell gas go to the next step.
6. The pilot is located by the main burner and should not require accessing for lighting.
7. Turn gas control knob counterclockwise to "PILOT".
8. Push in gas control knob all the way and hold. Immediately light the pilot by repeatedly depressing the piezo spark ignitor until a flame appears. Continue to hold for about one (1) minute after the pilot is lit. Release gas control knob and it will pop back. Pilot should remain lit. If it goes out, repeat steps 5 through 8.

- If gas control knob does not pop up when released, stop and immediately call your service technician or gas supplier.
 - If the pilot will not stay lit after several tries, turn the gas control knob to "OFF" and call your service technician or gas supplier.
9. Turn on all electric power to fireplace.
 10. Turn gas control knob counterclockwise to "ON".
 11. Close lower louver panel.

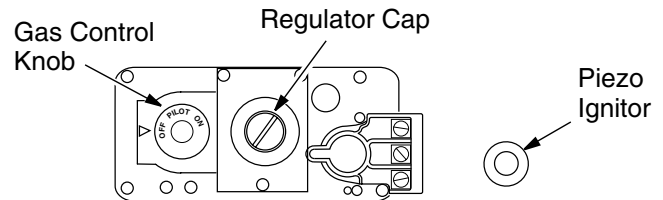


Figure 33 - Control Valve Millivolt

TO TURN OFF GAS TO APPLIANCE

1. Open lower louver panel.
2. Set the wall switch to the OFF position or the GHRC selector switch (when equipped) to prevent draining the battery.
3. Turn off all electric power to the appliance if service is to be performed.
4. Push in gas control knob slightly and turn clockwise to "OFF".
5. Close lower louver panel.

Shutting Off Burners Only (pilot stays lit)

You may shut off the burners and keep the pilot lit by doing one of the following:

1. Turn gas control knob clockwise to the PILOT position.
2. Set the wall switch to the OFF position or the HRC selector switch (when equipped) to prevent draining the battery.

MANUAL LIGHTING PROCEDURE

1. Remove glass door (see *Removing/Replacing Glass Door*, page 14).
2. Follow steps 1 through 8 under *Lighting Instructions*.
3. Depress gas control knob and light pilot with match.
4. Keep gas control knob pressed in for 30 seconds after lighting pilot. After 30 seconds, release gas control knob. Follow steps 10 through 11 under *Lighting Instructions*.
5. Replace glass door (see *Removing/Replacing Glass Door*, page 14).

OPERATING FIREPLACE

Electronic Ignition System

FOR YOUR SAFETY READ BEFORE LIGHTING

WARNING: If you do not follow these instructions exactly, a fire or explosion may result causing property, damage, personal injury or loss of life.



- A. This appliance is equipped with an ignition device which automatically lights the pilot. Do not try to light the pilot by hand.
- B. **BEFORE LIGHTING** smell all around the appliance area for gas. Be sure to smell next to the floor because some gas is heavier than air and will settle on the floor.

WHAT TO DO IF YOU SMELL GAS

- Do not try to light any appliance.
- Do not touch any electric switch; do not use any phone in your building.
- Immediately call your gas supplier from a neighbor's Phone. Follow the gas supplier's instructions.
- If you cannot reach your gas supplier, call the fire department.

- C. Do not use this appliance if any part has been under water. Immediately call a qualified service technician to inspect the appliance and to replace any part of the control system and any gas control which has been under water.

LIGHTING INSTRUCTIONS

1. **STOP!** Read the safety information above.
2. Turn off all electrical power to the fireplace.
3. Turn wall switch to the OFF position.
4. Open lower louver panel.
5. Turn equipment shutoff valve clockwise  to the OFF position (see Figure 34). Do not force.
6. Wait five (5) minutes to clear out any gas. Then smell for gas, including near the floor. If you smell gas, **STOP!** Follow "B" in the safety information above. If you don't smell gas go to the next step.
7. Turn equipment shutoff valve counterclockwise  to the ON position. Do not force.
8. Close lower louver panel.
9. Turn on all electric power to the fireplace.
10. Turn the wall switch to the ON position.
11. Visually locate the pilot. The ignitor should begin to spark and the main burner should ignite once flame appears at pilot.
 - If lighting the appliance for the first time each season, it may take several attempts before the supply gas can reach the pilot and main burner.
 - If the appliance will not stay lit after several attempts, follow the instructions *To Turn Off Gas To Appliance*, below, and call your service technician or gas supplier.

NOTICE: During initial operation of a new heater, the burning of residues from the manufacturing process of the firebox and logs will produce a paper-burning smell and orange flames. Open a window for the first few hours of operation to adequately vent this smell.

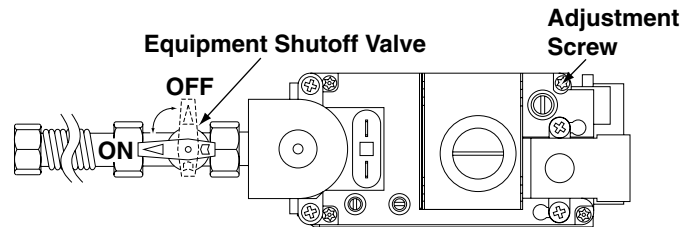



Figure 34 - Turning Equipment Shutoff Valve to the OFF Position

TO TURN OFF GAS TO APPLIANCE

1. Turn off the wall switch.
2. Turn off all electric power to the appliance if service is to be performed.
3. Open lower louver panel.
4. Turn equipment shutoff valve clockwise  to OFF. Do not force.
5. Close lower louver panel.

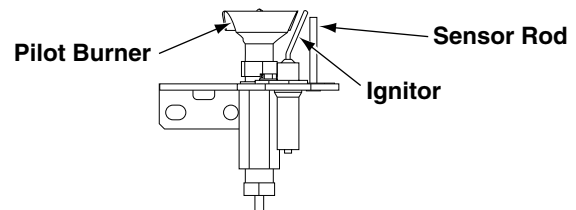


Figure 35 - Pilot

OPTIONAL WIRELESS REMOTE OPERATION

Note: The WRC receiver and hand-held remote control kit must be purchased separately (see *Accessories*, page 33). Follow installation instructions included with the remote control.

1. Turn equipment shutoff valve to ON position. You can now turn the burner on and off with the hand-held remote unit.

IMPORTANT: Be sure to press the ON/OFF buttons on the hand-held remote control unit for up to 3 seconds to assure proper operation.

2. Press the ON/OFF button to turn the burner on and off.

OPERATING FIREPLACE *Continued*

OPTIONAL HAND-HELD REMOTE OPERATION

Note: All remote control accessories must be purchased separately (see *Accessories*, page 33). Follow instructions included with the remote control.

NOTICE: You must light the pilot before using the hand-held remote control unit. See *Lighting Instructions*.

After lighting, let pilot flame burn for about one minute. Turn control knob to ON position. Slide the selector switch to the REMOTE position (see Figure 36). **Note:** The burner may light if the hand-held remote was on when the selector switch was last turned off. You can now turn the burner on and off with the hand-held remote control unit.

IMPORTANT: Do not leave the selector switch in the REMOTE or ON position when the pilot is not lit. This will drain the battery.

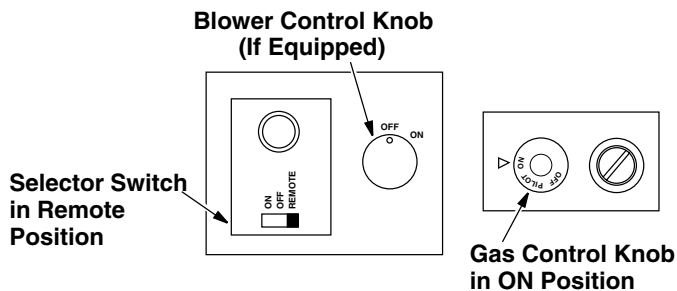


Figure 36 - Setting the Selector Switch, Gas Control Knob, and Variable Control Knob for Remote Operation

ON/OFF SERIES MODEL HRC100

Note: The receiver and hand-held remote control kit must be purchased separately (see *Accessories*, page 33). Follow installation instructions on page 10 of this manual.

1. After lighting the pilot and setting the receiver to REMOTE.
2. Press the control button on the hand-held remote to turn the burner on. Press the control button again to turn burner off (see Figure 37).
3. **TO LOCK** press both buttons on hand-held remote control until light stops flashing. Hand-held remote control is now locked. If the fire is on it will be turned off automatically. In the locked state, the light will not light up when any button is pressed.
4. **TO UNLOCK** press both buttons together on hand-held remote control until the light stops flashing, The hand-held remote is now unlocked.

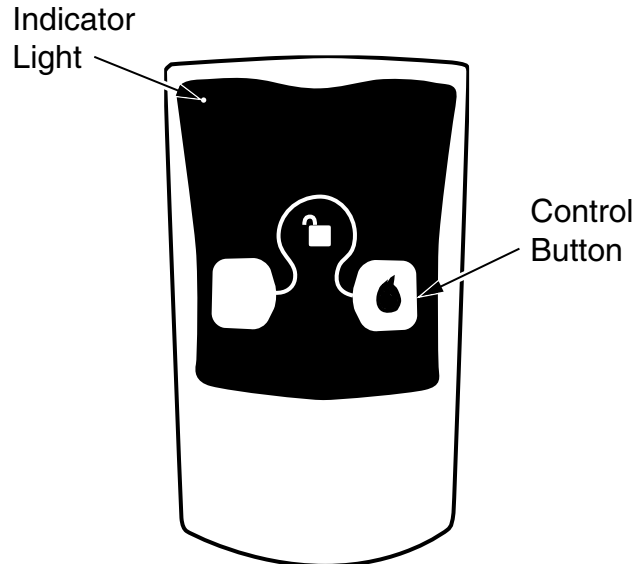


Figure 37 - On/Off Hand Held Remote Control Unit HRC100

OPERATING OPTIONAL GWMS2 ON/OFF WALL MOUNTED SWITCH

WARNING: Do not connect the appliance gas controls to a 120 VAC power source. Damage or injury may occur.

Light the fireplace as instructed in *Lighting Instructions* on page 16. If using a HRC remote with a wall switch set the remote selector switch switch to the ON position. See Figure 36.

The wall switch may now be used to turn the burner flame ON and OFF.

To turn the fireplace off, turn the wall switch and /or remote selector switch to the OFF position and turn the gas control knob back to PILOT. The pilot will remain lit.

IMPORTANT: To turn the pilot off, turn the gas control knob on the heater to the OFF position.

INSPECTING BURNERS

Check pilot flame pattern and burner flame patterns often.

PILOT ASSEMBLY

The pilot assembly is factory preset for the proper flame height. Alterations may have occurred during shipping and handling. Call a qualified service person to readjust the pilot if necessary.

The position and pattern of the pilot flames in relation to the sensing devices should be as shown in **Figures 38** and **39** respectively.

The pilot flame may need adjustment in order for the thermocouple, thermopile and/or the ignition system to sense the pilot flame.

If your pilot assembly does not meet these requirements:

- turn fireplace off (see *To Turn Off Gas to Appliance*, page 16 or 17)
- see sections under *Troubleshooting*, pages 32 through 36

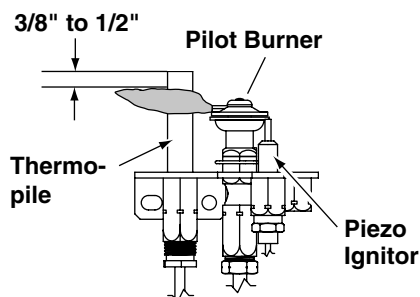


Figure 38 - Pilot Assembly (Millivolt System)

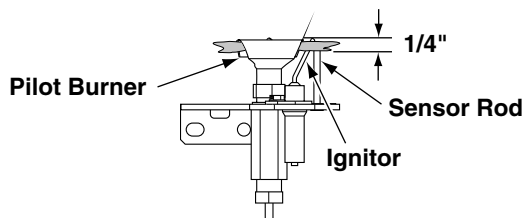


Figure 39 - Pilot Assembly (Electronic Ignition System)

BURNER FLAME PATTERN

Burner flames will be steady; not lifting or floating. Flame patterns will be different from unit to unit and will vary depending on installation type and weather conditions.

If the vent configuration is installed incorrectly, the flames will lift or “ghost”. This can be dangerous. Inspect the flames after installation to ensure proper installation and performance.

Figure 40 shows a typical flame pattern.

If burner flame pattern differs from that described:

- turn fireplace off (see *To Turn Off Gas to Appliance*, page 16 or 17)
- see *Troubleshooting*, pages 21 through 25

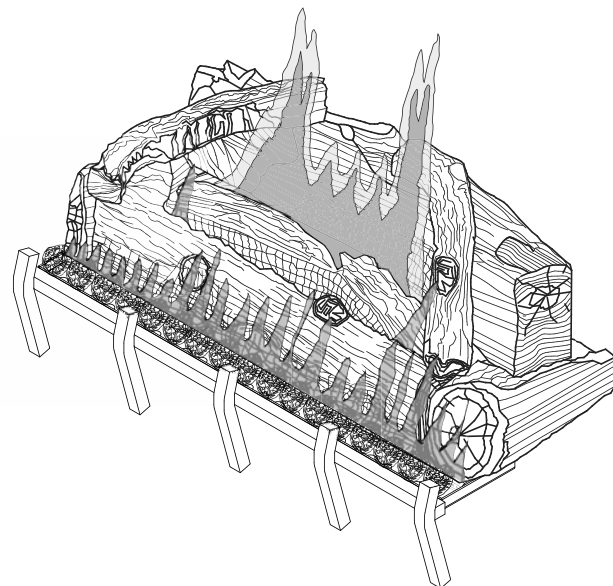


Figure 40 - Typical Flame Pattern

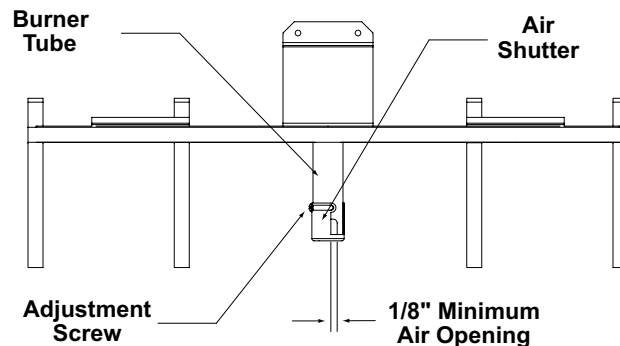


Figure 41 - Adjusting Air Setting

AIR ADJUSTMENT SETTING

The main burner air shutter opening is factory set to the following:

- 1/8" - Natural Gas
- 3/4" - LP / Propane Gas

The air shutter may require adjustment depending on the altitude, venting condition, burner operation and general flame appearance.

If flames are lifting or sooting the shutter may require opening.

If flames are too blue or improperly lighting the shutter may require closing. See **Figure 41** for proper air adjustment.

IMPORTANT: Do not reduce the air shutter opening any lower than the designed minimum stop setting of 1/8"

CLEANING AND MAINTENANCE

⚠ WARNING: Turn off fireplace and let cool before cleaning.

⚠ CAUTION: You must keep control areas, burners, and circulating air passages of fireplace clean. Inspect these areas of fireplace before each use. Have fireplace inspected yearly by a qualified service person. Fireplace may need more frequent cleaning due to excessive lint from carpeting, bedding material, pet hair, etc.

GLASS DOOR

⚠ WARNING: Handle glass door panel with care. Do not strike, slam, or otherwise abuse glass. Do not operate fireplace with the glass door removed, cracked, or broken.

⚠ WARNING: Do not use abrasive cleaners as this may damage glass. Use a nonabrasive household glass cleaner to clean glass. Do not clean glass when hot.

Glass must be cleaned periodically. During start-up it is normal for condensation to form on the inside of the glass causing lint, dust, and other airborne particles to cling to the glass surface. During initial start-up a slight film may form on the glass due to paint curing. The glass should be cleaned several times with a non-ammonia, non-abrasive household cleaner and warm water after the first two weeks of operation. Thereafter, clean the glass two or three times during each heating season, depending on the usage and circumstances present. Refer to *Removing/Replacing Glass Door*, on page 14 of this manual when removing glass door for cleaning.

⚠ WARNING: Only parts supplied by the manufacturer should be used when replacing broken or damaged glass door panel (see *Replacement Parts*, page 26). This glass door panel is a complete unit. No substitute materials may be used.

⚠ CAUTION: Wear gloves and safety glasses while handling or removing broken glass. Do not remove if glass is hot. Keep children and pets away from glass.

If glass has been broken, carefully remove glass door (see *Removing/Replacing Glass Door*, page 14). Vacuum all glass pieces with a shop vac.

⚠ CAUTION: Do not vacuum if pieces are hot.

Use only the tempered glass door replacement intended for this fireplace (see *Replacement Parts*, page 26 for detail on ordering). No substitutions may be made. See *Removing/Replacing Glass Door*, on page 14 for instructions for replacing glass door.

⚠ WARNING: Do not block required air openings around glass or louver panels. Ventilated compartments should be inspected and vacuumed at least once a year to prevent blockage prior to operation.

PILOT AND BURNERS

- Remove ember material before cleaning burners and replace
- Burner and controls should be cleaned with compressed air to remove dust, dirt, or lint.
- Use a vacuum cleaner or small, soft bristled brush to remove excess dust, dirt, or lint.

LOGS

- If you remove logs for cleaning, refer to *Installing Logs and Glowing Embers*, page 15, to properly replace logs.
- Use a vacuum cleaner to remove any carbon buildup on logs.
- Replace log(s) if broken. See *Replacement Parts* on page 26.
- Replace ember material periodically as needed. See *Replacement Parts* on page 26.

VENTING SYSTEM

Conduct annual inspection of the venting system following these guidelines:

1. Check areas of venting system that are exposed to the weather corrosion (rust spots or streaks and, in extreme cases, holes). Have these items replaced immediately by a qualified service person.
2. Remove the vent cap and shine a flashlight into vent. Remove any foreign material.
3. Check for evidence of excessive condensation. Continuous condensation can cause corrosion of caps, pipes, and fittings and can be caused by having excessive lateral runs, too many elbows, or exterior portions of the system being exposed to cold weather.
4. Inspect joints to verify that no pipe section or fitting has been distributed and loosened. Check mechanical supports such as wall straps for rigidity.

TROUBLESHOOTING

Manual Ignition System

Note: For additional help, visit DESA's technical service web site at www.desatech.com

Note: All troubleshooting items are listed in order of operation.

⚠ WARNING: Turn off heater and let cool before servicing. Only a qualified service person should service and repair heater.

⚠ CAUTION Never use a wire, needle, or similar object to clean pilot. This can damage pilot unit.

The two most common causes of a malfunctioning gas appliance are:

1. Loose wiring connections
2. Construction debris clogging the pilot and/or gas control valve filter

OBSERVED PROBLEM	POSSIBLE CAUSE	REMEDY
When ignitor button is pressed, there is no spark at pilot	<ol style="list-style-type: none"> 1. Ignitor electrode not connected to ignitor cable 2. Ignitor cable pinched or wet 3. Piezo ignitor nut is loose 4. Broken ignitor cable 5. Bad piezo ignitor 6. Ignitor electrode broken 7. Ignitor electrode positioned wrong 	<ol style="list-style-type: none"> 1. Reconnect ignitor cable 2. Free ignitor cable if pinched by any metal or tubing. Keep ignitor cable dry 3. Tighten nut holding piezo ignitor. Nut is located behind the mounting bracket 4. Replace ignitor cable 5. Replace piezo ignitor 6. Replace pilot assembly 7. Replace pilot assembly
When ignitor button is pressed, there is spark at pilot but no ignition	<ol style="list-style-type: none"> 1. Gas supply turned off or equipment shutoff valve closed 2. Gas control knob not in PILOT position 3. Gas control knob not pressed in while in PILOT position 4. Air in gas lines when installed 5. Depleted gas supply (propane/LP models only) 6. Pilot is clogged 7. Gas regulator setting is not correct 	<ol style="list-style-type: none"> 1. Turn on gas supply or open equipment shutoff valve 2. Turn gas control knob to PILOT position 3. Press in gas control knob while in PILOT position 4. Continue holding down control knob. 5. Contact local propane/LP gas company 6. Clean pilot (see <i>Cleaning and Maintenance</i>, page 20) or replace pilot assembly 7. Replace gas control
Pilot lights but flame goes out when control knob is released	<ol style="list-style-type: none"> 1. Gas control knob not fully pressed in 2. Gas control knob not pressed in long enough 3. Equipment shutoff valve not fully open 4. Pilot flame not touching thermocouple, which allows thermocouple to cool, causing pilot to go out. This problem could be caused by one or more of the following: <ol style="list-style-type: none"> A) Low gas pressure B) Dirty or partially clogged pilot 5. Thermocouple connection loose at control valve. 6. Thermocouple damaged 7. Control valve damaged 	<ol style="list-style-type: none"> 1. Press in gas control knob fully 2. After pilot lights, keep gas control knob pressed in 30 seconds 3. Fully open equipment shutoff valve 4. A) Contact local natural or propane/LP gas company B) Clean pilot (see <i>Cleaning and Maintenance</i>, page 20) or replace pilot assembly 5. Hand tighten until snug, then tighten 1/4 turn more 6. Replace pilot assembly 7. Replace control valve

TROUBLESHOOTING

Manual Ignition System (Continued)

OBSERVED PROBLEM	POSSIBLE CAUSE	REMEDY
Burner does not light after pilot is lit or cycles during operation.	<ol style="list-style-type: none"> 1. Burner orifice clogged 2. Inlet gas pressure is too low 3. Thermopile leads disconnected or improperly connected 4. Thermopile is defective 5. Improper venting or excessive blockage 	<ol style="list-style-type: none"> 1. Clean burner (see <i>Cleaning and Maintenance</i>, page 20) or replace burner orifice 2. Contact local propane/LP or natural gas company 3. Reconnect leads 4. Replace thermopile 5. Have the vent system inspected, including the termination cap. Remove any restriction or obstruction
Delayed ignition at burner	<ol style="list-style-type: none"> 1. Manifold pressure too low 2. Burner porting or orifice clogged 	<ol style="list-style-type: none"> 1. Contact local propane/LP or natural gas company 2. Clean burner (see <i>Cleaning and Maintenance</i>, page 20) or replace burner orifice
Burner backfiring during combustion	<ol style="list-style-type: none"> 1. Burner orifice is clogged or damaged 2. Damaged burner 3. Gas regulator defective 	<ol style="list-style-type: none"> 1. Clean burner (see <i>Cleaning and Maintenance</i>, page 20) or replace burner orifice 2. Replace damaged burner 3. Replace gas control
Slight smoke or odor during initial operation	<ol style="list-style-type: none"> 1. Residues from manufacturing processes and logs curing 	<ol style="list-style-type: none"> 1. Problem will stop after a few hours of operation
Heat produces a wistling noise when burner is lit	<ol style="list-style-type: none"> 1. Turning gas control knob to HI position when burner is cold 2. Air in gas line 3. Dirty or partially clogged burner orifice 	<ol style="list-style-type: none"> 1. Turn gas control knob to LO position and let warm up for a minute 2. Operate burner until air is removed from line. Have gas line checked by propane/LP or natural gas company 3. Clean burner (see <i>Cleaning and Maintenance</i>, page 20) or replace burner orifice
Glass soots	<ol style="list-style-type: none"> 1. Flame impingement on logs 2. Debris around burner air mixer 	<ol style="list-style-type: none"> 1. Adjust the log set so the flame does equipment shutoff valve 2. Inspect the opening at the base of the burner to see that it is not packed with any type of material
Fireplace produces a clicking/ticking noise just after burners are lit or shut off	<ol style="list-style-type: none"> 1. Metal expanding while heating or contracting while cooling 	<ol style="list-style-type: none"> 1. This is common. If noise is excessive, contact qualified service person
Remote does not function	<ol style="list-style-type: none"> 1. Battery is not installed or battery is power is low 	<ol style="list-style-type: none"> 1. Replace 9-volt batteries in receiver and remote control

TROUBLESHOOTING

Manual Ignition System (Continued)

- ⚠ WARNING: If you smell gas**
- Shut off gas supply.
 - Do not try to light any appliance.
 - Do not touch any electrical switch; do not use any phone in your building.
 - Immediately call your gas supplier from a neighbor's phone. Follow the gas supplier's instructions
 - If you cannot reach your gas supplier, call the fire department.

OBSERVED PROBLEM	POSSIBLE CAUSE	REMEDY
Fireplace produces unwanted odors	1. Gas leak. See Warning statement above	1. Locate and correct all leaks (see <i>Checking Gas Connections</i> , page 13)
Fireplace shuts off in use	1. High or gusting winds	1. Fireplace has been tested for up to 40 mph winds. However, extreme conditions may occur. See <i>Lighting Instructions</i> on page 16
Burner backfiring during combustion	2. Low line pressure	2. Check local propane/LP or natural gas company
	3. Pilot is partially clogged	3. Clean pilot (see <i>Cleaning and Maintenance</i> , page 20)
	4. Improper or restricted venting.	4. Locate and correct all vent conditions (see <i>Checking for Proper Venting</i> , page 8)
	5. Clogged burner tube, blocked orifice or improper burner air adjustment.	5. Clean burner tube and orifice, adjust air shutter. (see <i>Inspecting Burners</i> , page 19)
	6. Bad thermopile or thermocouple	6. Replace faulty components
	7. Vent cap improperly installed or blocked	7. Check for proper installation or remove debris or blockage.
Gas odor even when control knob is in OFF position	1. <i>Gas leak</i> . See Warning statement above	1. Locate and correct all leaks (see <i>Checking Gas Connections</i> , page 13)
Gas odor during combustion	1. <i>Gas leak</i> . See Warning statement above	1. Locate and correct all leaks (see <i>Checking Gas Connections</i> , page 13)
Dark residue on logs or inside of fireplace	1. Improper log placement	1. Properly locate logs (see <i>Installing Logs, Lava Rock, and Glowing Embers</i> , page 15)
	2. Air holes at burner inlet blocked	2. Clean out air holes at burner inlets, Periodically repeat as needed
	3. Burner flame holes blocked	3. Remove blockage or replace burner
	4. Improper venting or excessive blockage	4. Have the vent system inspected, including the termination cap. Remove any restrictions or blockage
	5. Excessive amounts of embers and pan material	5. Clear excess embers from around the rear main ports. Use a minimum of one layer of smaller ember pieces to achieve the best glowing effect over the visible areas

TROUBLESHOOTING

Electronic Ignition System

Note: For additional help, visit DESA's technical service web site at www.desatech.com

Note: All troubleshooting items are listed in order of operation.

⚠ WARNING: Turn off heater and let cool before servicing. Only a qualified service person should service and repair heater.

⚠ CAUTION Never use a wire, needle, or similar object to clean pilot. This can damage pilot unit.

The two most common causes of a malfunctioning gas appliance are:

1. Loose wiring connections
2. Construction debris clogging the pilot and/or gas control valve filter

OBSERVED PROBLEM

POSSIBLE CAUSE

REMEDY

Ignitor will not spark or pilot will not light	<ol style="list-style-type: none"> 1. No gas supply, or shutoff valve is OFF 2. Air in gas line 3. Construction debris clogging pilot orifice 4. Low gas pressure 5. Kinked pilot line 6. Control valve is not opening 7. No power to unit or the ignition module 	<ol style="list-style-type: none"> 1. Check to see if you have gas supply and that equipment shutoff valve is opened 2. Repeat lighting procedure several times to purge all air out of lines. If after repeated attempts appliance does not light, call for qualified service and repair. 3. Remove debris and dirt, and inspect and clean any other possible obstructions 4. Contact your gas supplier to check pressure 5. Have a qualified technician replace pilot line 6. Replace control valve (Refer to <i>Replacement Parts</i>, page 26) 7. Check that main power is on and that wire connections are made correctly to the ignition model (see <i>Wiring Diagram</i>, page 20). Check for 24 VAC at the secondary side of the transformer. If 24 VAC is present, and the module does not operate, have the module replaced otherwise have the transformer replaced.
Pilot will not stay lit	<ol style="list-style-type: none"> 1. Loose wiring on ignitor wire to ignition module and/or poor ground to ignition module 2. Pilot flame too low to sense 	<ol style="list-style-type: none"> 1. Check wiring connection. Refer to wiring diagram (see <i>Wiring Diagram</i>, page 9) and/or check ground wire to ignition module 2. Clean and adjust pilot burner and check gas supply and inlet pressure to unit <p>Note: Have a qualified technician replace pilot assembly if broken or corroded</p>
Frequent outage of main burner and pilot after complete ignition sequence.	<ol style="list-style-type: none"> 1. Pilot flame may be too low to sense flame causing ignition module to shut down 2. Improper or restricted venting. 	<ol style="list-style-type: none"> 1. Clean and adjust pilot flame for maximum flame across sensor rod. 2. Locate and correct all vent conditions (see <i>Checking for Proper Venting</i>, page 8)

TROUBLESHOOTING

Electronic Ignition System (Continued)

- ⚠ WARNING: If you smell gas**
- Shut off gas supply.
 - Do not try to light any appliance.
 - Do not touch any electrical switch; do not use any phone in your building.
 - Immediately call your gas supplier from a neighbor's phone. Follow the gas supplier's instructions
 - If you cannot reach your gas supplier, call the fire department.

OBSERVED PROBLEM	POSSIBLE CAUSE	REMEDY
Fireplace produces a clicking/ticking noise just after burner is lit or shut off	1. Metal expanding while heating or contracting while cooling	1. This is common with most fireplaces. If noise is excessive, contact qualified service person
Slight smoke or odor during initial operation	1. Residues from manufacturing processes and logs curing	1. Problem will stop after a few hours of operation
Gas odor even when control knob is in OFF position	1. Gas leak. See Warning statement at top of page 2. Control valve defective	1. Locate and correct all leaks (see <i>Checking Gas Connections</i> , page 13) 2. Replace gas control valve
Glass soots	1. Flame impingement on logs and burner 2. Burner flame holes blocked	1. Adjust the log set that the flame does not excessively impinge on log surfaces 2. Inspect the opening at the base of the burner to see that it is NOT packed with any type of material
Dark residue on logs or inside of fireplace	1. Improper log placement 2. Air holes at burner inlet blocked 3. Burner flame holes blocked 4. Improper venting or excessive blockage 5. Excessive amounts of embers and pan material	1. Properly locate logs (see <i>Installing Logs, Lava Rock, and Glowing Embers</i> , page 15) 2. Clean out air holes at burner inlets, Periodically repeat as needed 3. Remove blockage or replace burner 4. Have the vent system inspected, including the termination cap. Remove any restrictions or blockage 5. Clear excess embers from around the rear main ports. Use a minimum of one layer of smaller ember pieces to achieve the best glowing effect over the visible areas

REPLACEMENT PARTS

Note: Use only original replacement parts. This will protect your warranty coverage for parts replaced under warranty.

PARTS UNDER WARRANTY

Contact authorized retailers of this product. If they can not supply original replacement part(s), call DESA's Customer Service Department at 1-866-672-6040

When calling DESA, have ready

- your name
- your address
- model and serial numbers of your fireplace
- how fireplace was malfunctioning
- type of gas used (propane/LP or natural gas)
- purchase date

Usually, we will ask you to return the part to the factory.

PARTS NOT UNDER WARRANTY

Contact authorized retailers of this product. If they can not supply original replacement part(s), call DESA's Customer Service Department at 1-866-672-6040

When calling DESA, have ready

- model number of your fireplace
- the replacement part number

SPECIFICATIONS

	(V)CB36N	(V)CB36P	(V)CB36NE	(V)CB36PE
Max. Input Rating Btu/hr	18,000 Btu/hr	18,000 Btu/hr	18,000 Btu/hr	18,000 Btu/hr
Orifice Size (Main Burner)	#45 DMS (0.082")	#55 DMS (0.052")	#45 DMS (0.082")	#55 DMS (0.052")
Gas Type	Natural	Propane/LP	Natural	Propane/LP
Ignition	Millivolt	Millivolt	Electronic	Electronic
Manifold Pressure	3.5" w.c. (0.87 kPa)	10.0" w.c. (2.5 kPa)	3.5" w.c. (0.87 kPa)	10.0" w.c. (2.5 kPa)
Minimum Inlet Supply Pressure	5.5" w.c. (1.1 kPa)	11.0" w.c. (2.7 kPa)	5.5" w.c. (1.1 kPa)	11.0" w.c. (2.7 kPa)
Dimension, Inches/mm (HxWxD) Fireplace (Actual size of firebox measurements do not include nailing flanges or standoffs).	35 3/4" x 36 1/4" x 14 3/4" 908 x 921 x 375 mm	35 3/4" x 36 1/4" x 14 3/4" 908 x 921 x 375 mm	35 3/4" x 36 1/4" x 14 3/4" 908 x 921 x 375 mm	35 3/4" x 36 1/4" x 14 3/4" 908 x 921 x 375 mm
Carton	36 3/4" x 38" x 16 1/4" 933 x 965 x 413 mm	36 3/4" x 38" x 16 1/4" 933 x 965 x 413 mm	36 3/4" x 38" x 16 1/4" 933 x 965 x 413 mm	36 3/4" x 38" x 16 1/4" 933 x 965 x 413 mm
Fireplace Weight, lbs/kg	98 lbs./45kg	98 lbs./45kg	102 lbs./47kg	102 lbs./47kg
Shipping Weight, lbs/kg	101 lbs./46kg	101 lbs./46kg	105 lbs./48kg	105 lbs./48kg

SERVICE HINTS

When Gas Pressure Is Too Low

- pilot will not stay lit
- burners will have delayed ignition
- fireplace will not produce specified heat
- propane/LP gas supply might be low (propane/LP units only)

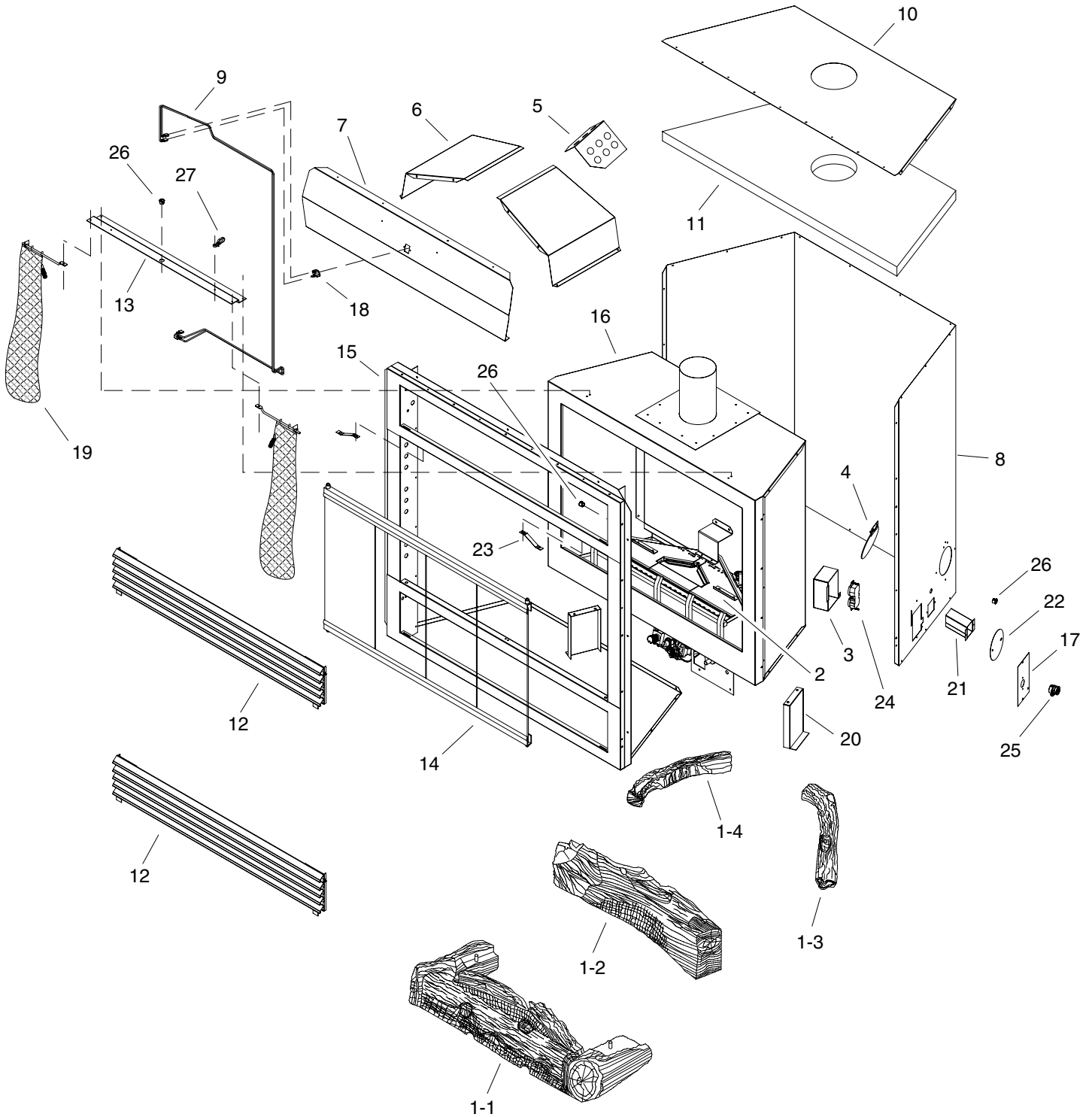
You may feel your gas pressure is too low. If so, contact your local gas supplier.

TECHNICAL SERVICE

You may have further questions about installation, operation, or troubleshooting. If so, contact DESA's Customer Service Department at 1-866-672-6040. When calling, please have your model and serial number of your heater ready.

You can also visit DESA's technical service web site at www.desatech.com.

**ILLUSTRATED PARTS
 BREAKDOWN**
 FIREPLACE ASSEMBLY FOR MODELS
 (V)CB36N, (V)CB36P, (V)CB36NE, (V)CB36PE



PARTS LIST

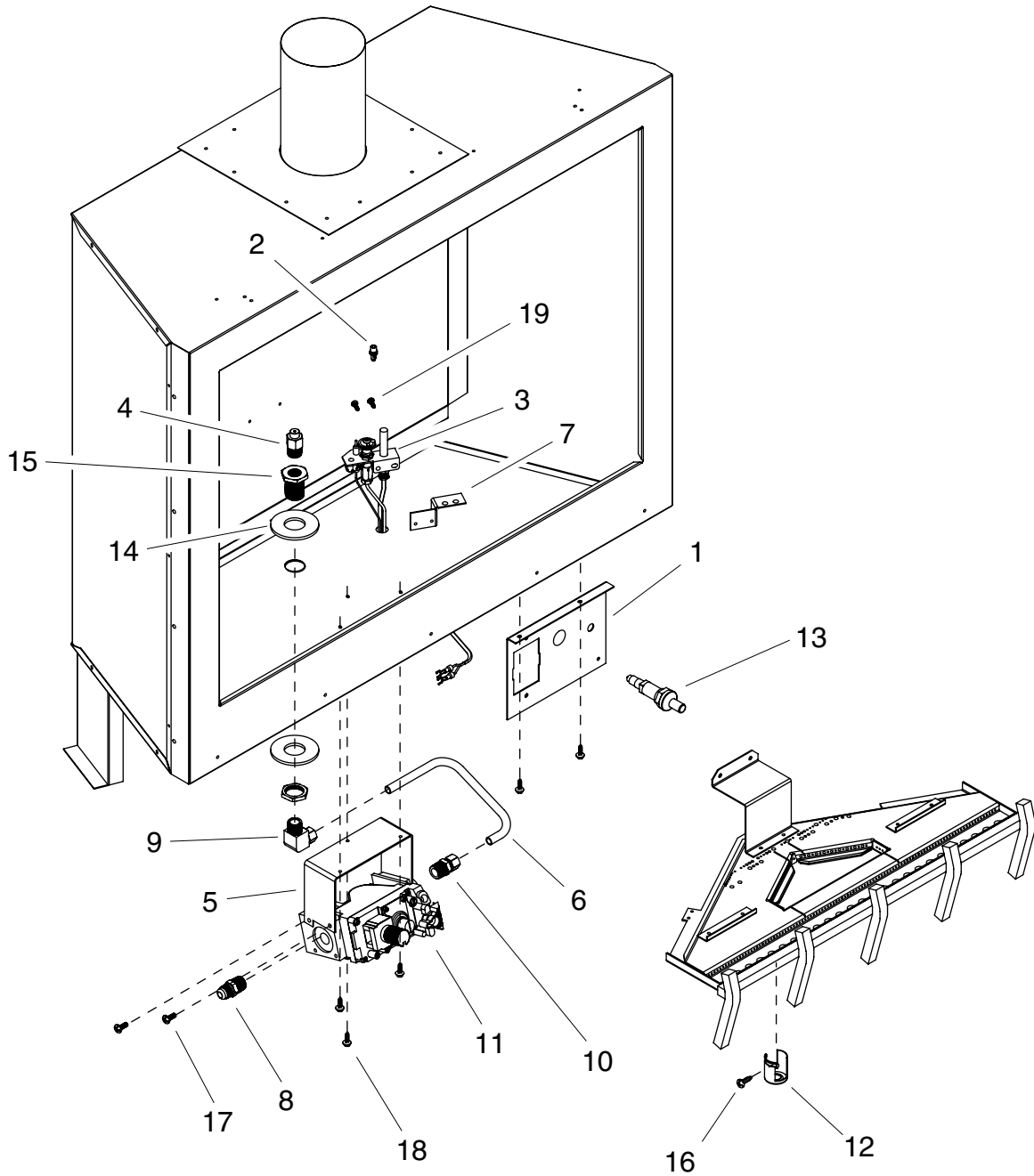
FIREPLACE ASSEMBLY FOR MODELS (V)CB36N, (V)CB36P, (V)CB36NE, (V)CB36PE

This list contains replaceable parts used in your fireplace. When ordering parts, follow the instructions listed under *Replacement Parts* on page 26 of this manual.

KEY NO.	(V)CB36N (V)CB36P	(V)CB36NE (V)CB36PE	DESCRIPTION	QTY.
1	116108-01	116108-01	Log Set	1
1-1	116109-01	116109-01	Burner Base Log	1
1-2	116110-01	116110-01	Rear Log	1
1-3	111802-05	111802-05	Right Top Log	1
1-4	111802-04	111802-04	Left Top Log	1
2	117447-01	117447-01	Burner Assembly Complete (See pages 30 and 32)	1
3	-----	114889-01	Junction Box Duplex Plug	1
4	106967-01	106967-01	Damper Assembly	1
5	117461-01	117461-01	Vent Baffle	1
6	117456-01	117456-01	Diverter Panel	2
7	117455-01	117455-01	Heat Deflector	1
8	114875-02	114875-02	Fireplace Surround	1
9	117450-01	117450-01	Wire Harness Assembly	1
10	117451-01	117451-01	Fireplace Top	1
11	117452-01	117452-01	Fireplace Top Insulation	1
12	117445-01	117445-01	Louver Assembly	2
13	117458-01	117458-01	Hanger Bracket	1
14	117446-01	117446-01	Glass Door Assembly	1
15	117442-01	117442-01	Face Assembly	1
16	117439-01	117439-03	Firebox Assembly Complete (Natural Gas)	1
16	117439-02	117439-04	Firebox Assembly Complete (Propane/LP Gas)	1
17	110973-01	110973-01	Cover Junction Box	2
18	106543-01	106543-01	High Limit Switch	1
19	26782	26782	Screen Assembly	2
20	26290	26290	Firebox Leg	2
21	24460	24460	Gas Conduit Assembly	2
22	21171	21171	Gas Knock-Out Cover	2
23	20090	20090	Spring Clip	2
24	-----	14418	Duplex Plug Receptacle	1
25	-----	14123	Bushing Universal Strain Relief	1
26	11408	11408	Bushing 0.5" Electric	3
27	11404	11404	Cable Tie Down	1
PARTS AVAILABLE - NOT SHOWN				
	25580	25580	Ember Bag Assy	1
	27253	27253	Notice Label	1
	117700-01	117701-01	Wiring Diagram Label	1

ILLUSTRATED PARTS BREAKDOWN

BURNER ASSEMBLY FOR MODELS (V)CB36N, (V)CB36P

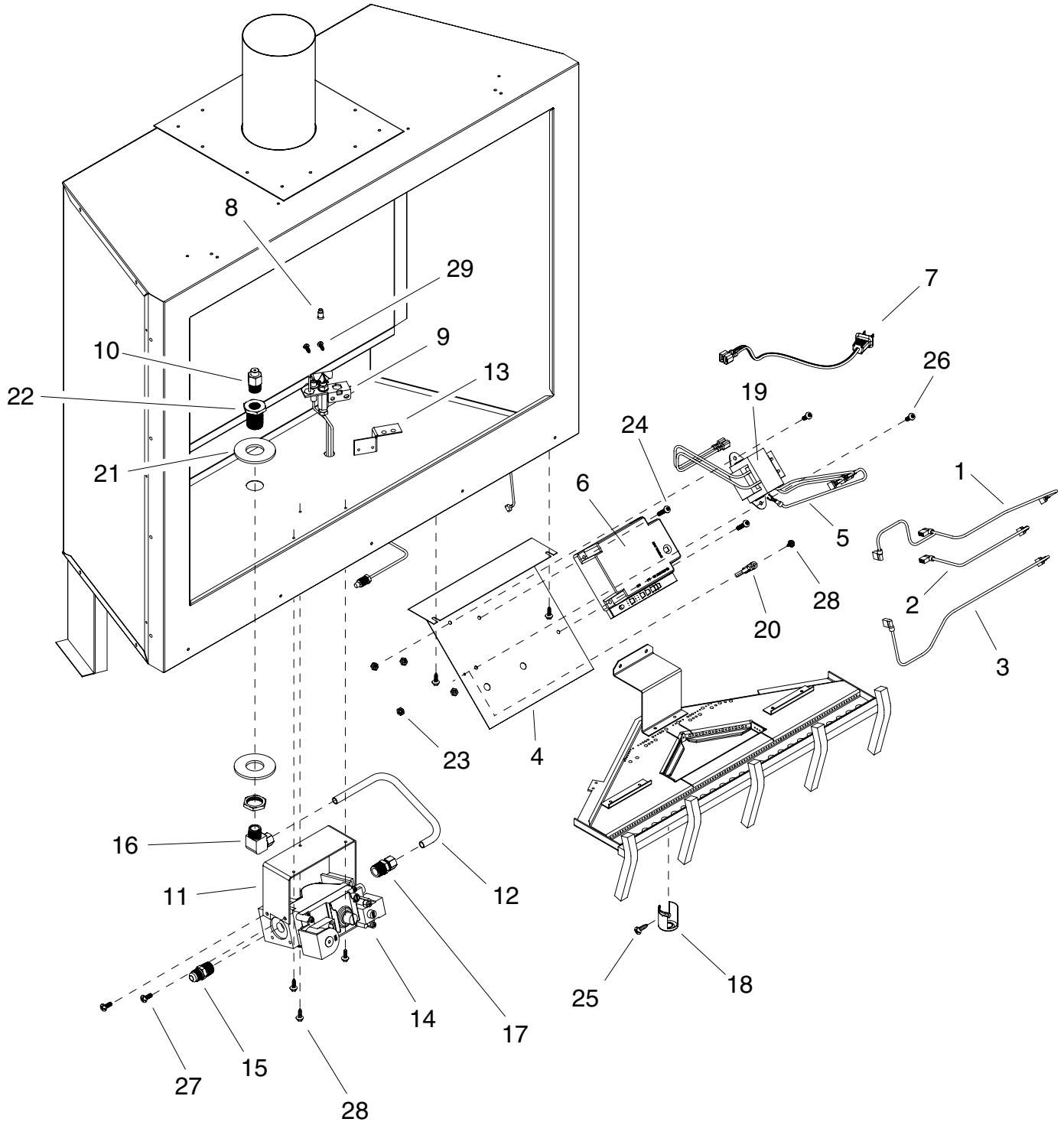


PARTS LIST**BURNER ASSEMBLY FOR MODELS
(V)CB36N, (V)CB36P**

This list contains replaceable parts used in your fireplace. When ordering parts, follow the instructions listed under *Replacement Parts* on page 26 of this manual.

KEY NO.	(V)CB36N	(V)CB36P	DESCRIPTION	QTY.
1	116317-01	116317-01	Remote Ignitor Bracket	1
2	108085-01	--	Pilot Orifice #51(Natural Gas)	1
	--	108085-02	Pilot Orifice #30 (Propane/LP Gas)	1
3	117507-01	--	Pilot Assembly (Natural Gas)	1
	--	117507-02	Pilot Assembly (Propane/LP Gas)	1
4	117702-01	--	Burner Orifice #45 (Natural Gas)	1
	--	26482	Burner Orifice #55 (Propane/LP Gas)	1
5	26808	26808	Valve Bracket	1
6	24389	24389	Tube 3/8" Dia. x 11" Aluminum	1
7	24360	24360	Pilot Bracket	1
8	14500	14500	Fitting 3/8" MPT x 1/2" Flare	1
9	14399	14399	Fitting Brass Elbow 3/8" MPT x 3/8" Comp. Tube	1
10	14396	14396	Fitting Brass Straight 3/8" MPT x 3/8" Comp. Tube	1
11	14512	--	Gas Control Valve Millivolt (Natural Gas)	1
11	--	14513	Gas Control Valve Millivolt (Propane/LP Gas)	1
12	14299	14299	Air Shutter	1
13	14261	14261	Ignitor Piezo	1
14	11226	11226	Washer, Flat 7/8" ID x 2" OD x 1/8" Thick	2
15	11214	11214	Fitting Bulkead w/ Nut Brass	1
16	11187	11187	Screw, #8 x 1/4" PPH	1
17	11107	11107	Screw, #10-32 x 1/4" PPH Zinc	4
18	11105	11105	Screw, #10 x 1/2" HWH LGM Zinc	10
19	11102	11102	Screw, #8 x 3/8" PPH F Zinc.	2

**ILLUSTRATED PARTS
 BREAKDOWN**
 BURNER ASSEMBLY FOR MODELS
 (V)CB36NE, (V)CB36PE



PARTS LIST**BURNER ASSEMBLY FOR MODELS
(V)CB36NE, (V)CB36PE**

This list contains replaceable parts used in your fireplace. When ordering parts, follow the instructions listed under *Replacement Parts* on page 26 of this manual.

KEY NO.	(V)CB36NE	(V)CB36PE	DESCRIPTION	QTY.
1	116719-01	116719-01	Gas Valve Wire Harness (MV/PV)	1
2	116719-02	116719-02	Gas Valve Wire Harness (MV)	1
3	116719-03	116719-03	Gas Valve Wire Harness (PV)	1
4	116316-01	116316-01	Ignition Module Bracket	1
5	111059-03	111059-03	Ground Wire Harness	1
6	110286-01	110286-01	Ignition Module Syntek	1
7	108863-01	108863-01	Plug 24" Supply Connect	1
8	108867-01	--	Pilot Orifice BL14LP (Propane/LP Gas)	1
8	--	108867-02	Pilot Orifice BL22N (Natural Gas)	1
9	108866-01	--	Pilot Assembly PSE (Natural Gas)	1
9	--	108866-02	Pilot Assembly PSE (Propane/LP Gas)	1
10	117702-01	--	Burner Orifice #45 (Natural Gas)	1
10	--	26482	Burner Orifice #55 (Propane/LP Gas)	1
11	26808	26808	Valve Bracket	1
12	24389	24389	Tube 3/8" Dia. x 11" Aluminum	1
13	24360	24360	Pilot Bracket	1
14	14569	--	Gas Control Valve Millivolt (Natural Gas)	1
14	--	14570	Gas Control Valve Millivolt (Propane/LP Gas)	1
15	14500	14500	Fitting 3/8" MPT x 1/2" Flare	1
16	14399	14399	Fitting Brass Elbow 3/8" MPT x 3/8" Comp. Tube	1
17	14396	14396	Fitting Brass Straight 3/8" MPT x 3/8" Comp. Tube	1
18	14299	14299	Air Shutter	1
19	14129	14129	Transformer, 24V Class 2	1
20	11404	11404	Cable, Tie 8.5" #10 Screwdown	1
21	11226	11226	Washer, Flat 7/8" ID x 2" OD x 1/8" Thick	2
22	11214	11214	Fitting Bulkead w/ Nut Brass	1
23	11201	11201	Nut, #8-32 Hex Zinc	4
24	11186	11186	Screw, #8-32 x 1" PPH	2
25	11187	11187	Screw, #8 x 1/4" PPH	1
26	11109	11109	Screw, #8-32 x 1/2" PPH	2
27	11107	11107	Screw, #10-32 x 1/4" PPH Zinc	4
28	11105	11105	Screw, #10 x 1/2" HWH LGM Zinc	11
29	11102	11102	Screw, #8 x 3/8" PPH F Zinc.	2

ACCESSORIES

NOTE: All accessories may not be available for all fireplace models.

Purchase these fireplace accessories from your local retailer. If they can not supply these accessories, call DESA's Sales Department at 1-866-672-6040, for information. You can also write to the address listed on the back of this manual

FLEXIBLE GAS LINE CONNECTOR - GA5081 (Not Shown)

For all models

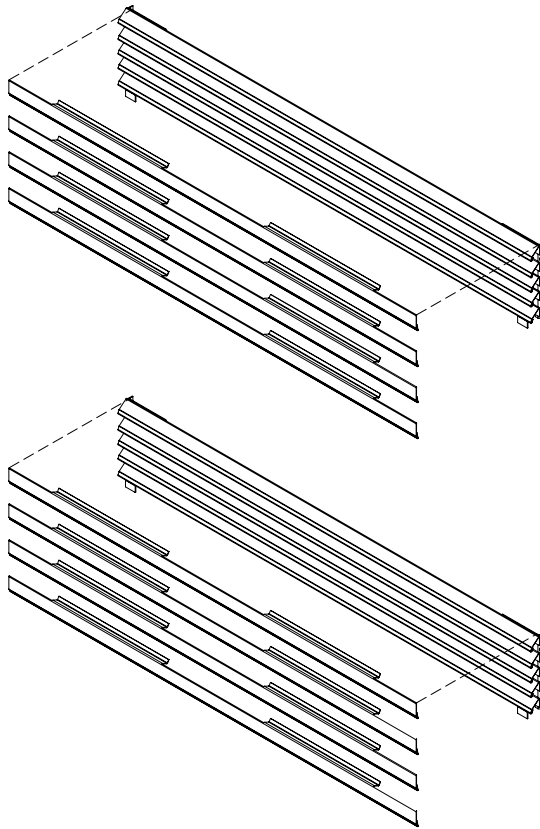
PROPANE/NATURAL GAS CONVERSION KIT (Not Shown)

PCBM-36C - Propane/LP Gas Conversion Kit Millivolt Models

NCBM-36C - Natural Gas Conversion Kit Millivolt Models

PCBE-36C - Propane/LP Gas Conversion Kit Electronic Models

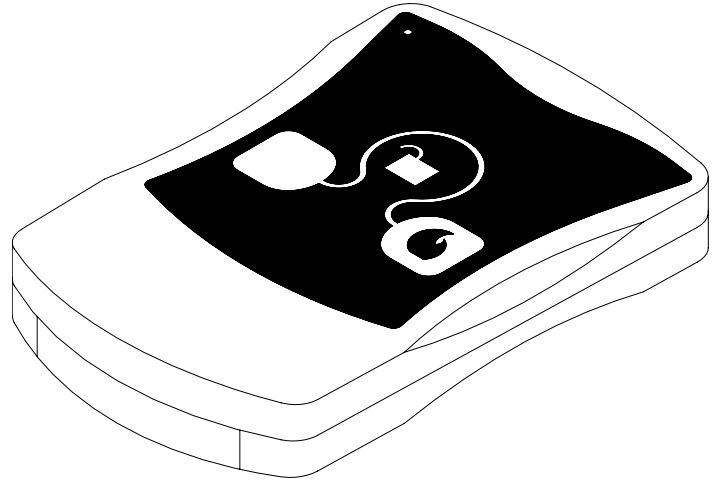
NCBE-36C - Natural Gas Conversion Kit Electronic Models



LOUVER TRIM KITS (Rolled Louvers Only)

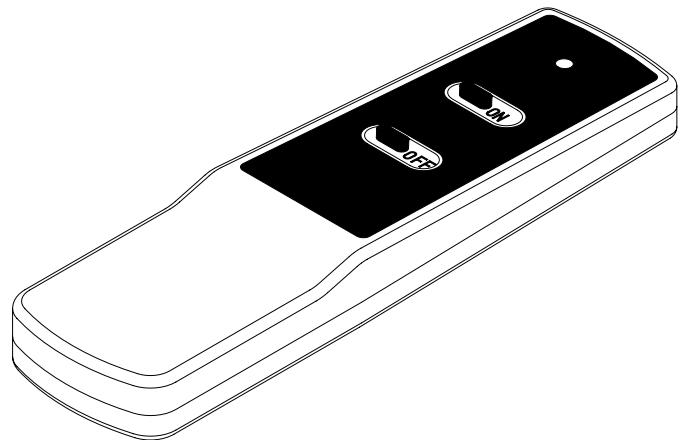
LTC36B - Rolled Louver Trim Kit - Brushed Brass

LTC36P - Rolled Louver Trim Kit - Platinum



RECEIVER AND HAND-HELD ON/OFF REMOTE CONTROL KIT - HRC100 SERIES

Allows the fireplace to be turned on and off conveniently with dual safety lock feature.



REMOTE CONTROL KIT - WRC SERIES

Standard ON/OFF electronic remote control kit.

WALL MOUNTED ON/OFF SWITCH - GWMS2 (Not Shown)

Allows burner system to be turned on and off with a wall switch.

OWNER'S REGISTRATION FORM

In order to provide better customer service for this and future purchases, we recommend that you register your product with us. You can register online at www.desatech.com. If access to our website is not available to you, please complete the Owner's Registration Form and mail to the address on the back of this owner's manual. Please provide the following product information:

Brand: _____ (Comfort Glow, Vanguard, etc.)
 Model: _____ (EFP33PR, VTGH33NR, etc.)
 Date Purchased: _____ *Note: Keep receipt for warranty verification.*
 Serial Number: _____ 7 or 9 digit number located on product or identification tag.
 First Name: _____ Last Name: _____
 Address: _____
 City: _____ State: _____ Zip: _____ Country: _____
 Home Phone: (____) _____ - _____
 E-mail: _____

Please answer the following questions to register your product with DESA:

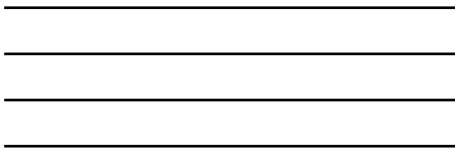
1. Where will the product be used?
 Living/Family Room Office/Warehouse Utility Shed/Outbuilding Garage Bedroom Bathroom Other
2. If you bought this product yourself, did you plan to purchase this type of product before going into the store? Yes No
3. Who selected the product? Male Female Both
4. What is the population of your area? Under 10,000 10,000 to 25,000 25,000 to 50,000 50,000 to 100,000
 100,000 to 250,000 Over 250,000
5. What is your primary source of heat? Propane (LP Gas) Fuel Oil Wood Natural Gas Electric Other
6. How was the product installed? Professional Installer Self Other
7. Cost of product excluding sales tax? \$ _____
8. Cost to install product? \$ _____
9. Type of store where product was purchased? Hardware Propane Dealer Natural Gas/Utility Co. Home Center/Builder's Supply
 Fireplace or Hearth Shop Farm Store Other
10. What motivated you to buy this product? Sudden Cold Weather Replaced Older Model D.I.Y. Home Project
 Emergency Back-Up Heat Heater was on Sale Energy Savings/High Efficiency Construction Project Other
11. How did you learn about this product brand? Advertising Relative or Friend Store Display Other _____
12. Level of Education of Purchaser: Some High School Completed High School Completed College Completed Graduate School
13. Age of Purchaser: Under 20 20 - 29 30 - 39 40 - 49 50 - 59 60 or Over
14. Buyer's total annual household income: Under \$15,000 \$15,000 to \$19,999 \$20,000 to \$34,999 \$35,000 to \$49,999
 \$50,000 to \$74,999 \$75,000 to \$99,999 \$100,000 and Over

15. Store where product was purchased:
 Name: _____
 City: _____ State: _____

16. In choosing this product, how important were the following:

	Not Important	Somewhat Important	Very Important
Availability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Price	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Brand Name	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall Quality	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Heat Output	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Made in USA	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Warranty	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Local Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Value for Price	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Prior Brand Experience	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Controls Location	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Thermostat, Remote, or Manual Operation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ease of Operation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Special Features	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Salesperson's Recommendation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Freind/Relative's Recommendation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Portability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quiet Operation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

TAPE



Postage
Required



2701 Industrial Drive
P.O. Box 90004
Bowling Green, KY 42102-9004

TAPE

WARRANTY INFORMATION

KEEP THIS WARRANTY

Model _____
Serial No. _____
Date Purchased _____

Always specify model and serial numbers when communicating with the factory.

We reserve the right to amend these specifications at any time without notice. The only warranty applicable is our standard written warranty. We make no other warranty, expressed or implied.

LIMITED WARRANTY B-VENT FIREPLACE

DESA warrants this product to be free from defects in materials and components for four (4) years from the date of first purchase, provided that the product has been properly installed, operated and maintained in accordance with all applicable instructions. To make a claim under this warranty the Bill of Sale or cancelled check must be presented.

This warranty is extended only to the original retail purchaser. This warranty covers the cost of part(s) required to restore this heater to proper operating condition and an allowance for labor when provided by a DESA Authorized Service Center. Warranty part(s) MUST be obtained through authorized dealers of this product and/or DESA who will provide original factory replacement parts. Failure to use original factory replacement parts voids this warranty. The product MUST be installed by a qualified installer in accordance with all local codes and instructions furnished with the unit.

This warranty does not apply to parts that are not in original condition because of normal wear and tear or parts that fail or become damaged as a result of misuse, accidents, lack of proper maintenance or defects caused by improper installation. Travel, diagnostic cost, labor, transportation and any and all such other costs related to repairing a defective heater will be the responsibility of the owner.

TO THE FULL EXTENT ALLOWED BY THE LAW OF THE JURISDICTION THAT GOVERNS THE SALE OF THE PRODUCT; THIS EXPRESS WARRANTY EXCLUDES ANY AND ALL OTHER EXPRESSED WARRANTIES AND LIMITS THE DURATION OF ANY AND ALL IMPLIED WARRANTIES, INCLUDING WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE TO FOUR (4) YEARS ON ALL COMPONENTS FROM THE DATE OF FIRST PURCHASE; AND DESA'S LIABILITY IS HEREBY LIMITED TO THE PURCHASE PRICE OF THE PRODUCT AND DESA SHALL NOT BE LIABLE FOR ANY OTHER DAMAGES WHATSOEVER INCLUDING INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES.

Some states do not allow a limitation on how long an implied warranty lasts or an exclusion or limitation of incidental or consequential damages, so the above limitation on implied warranties or exclusion or limitation on damages may not apply to you.

This warranty gives you specific legal rights and you may also have other rights that vary from state to state.

For information about this warranty write:



2701 Industrial Drive
P.O. Box 90004
Bowling Green, KY 42102-9004
www.desatech.com



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NOT A UPC

117437-01
Rev. A
08/05